# COMPARING TEXAS HMOs 2002

# HEALTH PLAN QUALITY FROM THE CONSUMER'S POINT OF VIEW



### All Regions Included:

Central Texas
East Texas
Gulf Coast Texas
North Texas
Panhandle/Plains Texas
South Texas
West Texas



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### About the report . . .

### The Office of Public Insurance Counsel (OPIC)

is a state agency, which represents consumers as a class in insurance matters. The 75<sup>th</sup> Texas Legislature directed OPIC to issue annual reports comparing HMOs in the state of Texas.

This report reflects the experience of Texans in Health Maintenance Organizations (HMOs) during 2001. The first section of the report illustrates the results of the Consumer Assessment of Health Plans Study, Version 2.0H (CAHPS™ 2.0H). The responses of HMO members are broken down by service area and are compiled to reflect the experience of consumers in each of the following seven regions: Central Texas, East Texas, Gulf Coast Texas, North Texas, Panhandle/Plains Texas, South Texas, and West Texas. The sections following the survey results contain complaint data, market share, and other statewide information collected by the Texas Department of Insurance. The report concludes with additional sources for information and assistance.

The survey results published in the report reflect only answers given by enrollees in an HMO group plan. Medicaid and Medicare enrollees were not surveyed as part of the CAHPS 2.0H™. However, Medicaid information is readily available from the Texas Department of Health (TDH). Medicare information may be obtained from the Centers for Medicare and Medicaid Services (CMS). Refer to pages 115-116. ERISA plans are also excluded. See page 116 for more information on ERISA plans.

### Who did the survey?

The CAHPS™ 2.0H survey was performed by independent survey vendors certified by the National Committee for Quality Assurance (NCQA); a not-for-profit organization dedicated to assessing and reporting on the quality of managed care plans.

The survey comprises the consumer satisfaction measure for the Health Plan Employer Data and Information Set (HEDIS®) that Texas HMOs are required to submit annually to the Texas Health Care Information Council (THCIC). OPIC relied on the THCIC for the HEDIS®/ CAHPS™ 2.0H survey data.

### Who was surveyed?

The CAHPS™ 2.0H survey was compiled from answers from more than 13,000 adults enrolled in 43 health plans across the state of Texas and who had been enrolled in their plan continuously for the 12-month period from January 1, 2001 to December 31, 2001. Those surveyed answered only questions pertaining to health care services they had actually received during the 12 months immediately preceding the survey.

### How was the survey done?

The survey was administered primarily by mail, with a telephone follow-up to those not responding to the mailed questionnaire. The survey was voluntary and confidential.

The survey asked HMO members questions about their experiences with their health plans and medical care, such as:

- Were claims handled quickly and correctly?
- Did they get the care they needed?
- Could they get appointments quickly when they needed them?
- Could they get information they needed from the health plan?

If you are interested in performance measures such as the rates at which the plans perform child immunizations, breast cancer screenings, comprehensive diabetes care, the Texas Health Care Information Council has published reports that include this type of information. For additional sources of information about HMOs, see pages 114-116.

### What was the response rate?

The average response rate for the survey was 34%. Of the 41,042 plan members selected and eligible to participate in the survey, 10,572 completed the survey by mail, 2,228 by phone and 358 online. Refer to page 28 for a list of response rates by plan.

### How this booklet can help you

This booklet gives you information about health plan quality from the point of view of people who were enrolled in the plans during 2002.

This booklet can help you choose a health plan by showing you how the plans in Texas compare on some important quality topics. Although this report compares plans, it does not tell you which one to choose. You should pick a plan based on what is most important to you and your family.

### Why does health plan quality matter?

When you pick an HMO, you are also picking the doctors, hospitals, and other providers you can use. You are also choosing plan administrators, who review and approve or disapprove doctor-recommended care, and provide financial incentives to doctors based on the amount or type of care provided. That is why it is important to consider consumer ratings of health plan quality along with costs and covered services.

For a short description of health maintenance organizations and how to get additional information, see pages 4 and 114-116.

### What to consider when choosing an HMO

- Which are available where you live or work? Review the HMO's membership information, or call the customer service departments (see page 113).
- Which offer the benefits you want or need? Review benefit information from your employer or the HMOs. If you use specific medication, check to see if it is covered. You may need to call the plans to get all your questions answered.
- Which can you afford?
   Review cost information from your employer or the HMOs, including out-of-pocket costs.
- Which include your preferred doctor, provider and hospital?

If it is important to you or someone in your family to use a specific doctor or hospital, find out if they are in the networks of the health plans that you are considering. Review the HMO's physician directories and membership information, or call the customer service departments.

 Which performed well on the consumer ratings of health plan quality in this booklet?
 Review information from the consumer satisfaction survey section of this booklet.

Health Plan (write in name)	Available near work or home	Offers benefits you want	Can afford	Preferred doctor in network	Performed well in consumer ratings	Other important considerations

### What are your legal rights?

### Texas has some of the most comprehensive patient protection laws in the nation.

HMOs are required to provide you information you request about the terms and conditions of the health plan including:

- · covered services.
- · exclusions and limitations,
- · prior authorization requirements,
- continuity of treatment
- · complaint resolution, and
- the HMO's toll-free telephone number.

This information can be vitally important in helping you decide whether or not to enroll in an HMO.

Upon request the HMO also must tell you whether a specific drug is on the HMO's list of approved prescription drugs (formulary) within 3 business days of your request.

### Some other rights covered by Texas law are:

- Access to specialist care in and out of the network
- Access to prescription drugs formulary, non-formulary, and off-label uses
- · Access to regular physical examinations
- Payment for emergency care, including care at out-of-network hospitals
- Continuity of care when your doctor leaves the network
- Complaints, appeals, and independent review of adverse determinations
- Legal action against an HMO for harm caused by its treatment decisions
- · Prohibiting financial rewards to doctors for withholding necessary care
- Prohibiting contractual limitations on treatment options doctors can discuss with patients

The Texas Department of Insurance publishes a brochure describing your rights entitled Health Maintenance Organizations. Access this document on TDI's web site at www.tdi.state.tx.us/consumer/cbo69.html or call 1-800-252-3439 to request a copy.

## Types of health plans...

	<b>HMO</b> Health Maintenance Organization	<b>PPO</b> Preferred Provider  Organization	HMO/POS  Health Maintenance Organization with Point of Service Option	Traditional Insurance Fee-for-Service
Type of Network	Closed Network You must use doctors, hospitals and specialists who are members of the HMO's network except in an emergency.	Open Network You may use doctors, hospitals, and specialists who are members of the PPO's network or go outside the network.	Open Network You may use doctors, hospitals, and specialists who are members of the HMO's network or go outside the network.	No Network You may use any doctor, hospital, or specialist you choose.
Limitations on your choice of doctors	Generally, you must choose a primary care physician (PCP) from the HMO's network. Before seeing other doctors on the network, such as specialists, you must get a referral from your PCP. However, HMOs must allow women to choose and see a network gynecologist without a referral. The law also allows direct access to specialists in other situations. See page 4 for more information.  Some HMOs, called open access HMOs, allow you to go to any doctor on the network without a referral.	Most PPOs allow you to go to any doctor on the network without a referral.  Some PPOs require you to choose a PCP and get a referral from that doctor before seeing other doctors on the PPO's network.  This requirement, if applicable, does not affect your ability to go to doctors outside the network.	Generally, you are required to choose a PCP and get a referral from that doctor before seeing other doctors on the HMO's network.  This requirement does not affect your ability to go to doctors outside the network.	No limitations.
Incentives to use network doctors	Generally, the HMO will not pay unless you use its doctors. If your employer offers only an HMO, it must include a point of service option. See HMO/POS.	The PPO will pay a greater portion of the charge if you use its doctors.	The HMO/POS will pay a greater portion of the charge if you use its doctors.	Not applicable.
Payment for services	You generally pay a small copayment for doctor visits and prescription drugs and a higher copay for hospital or other services.  Generally you do not pay a deductible (an amount you must pay each year before the health plan begins to pay) or co-insurance (a percentage of the charges).  A doctor in the HMO network cannot bill the patient for any balance after the copay is met.	When you use the PPO network, you usually pay copayments similar to an HMO. Some, but not most, PPOs require you to pay a percentage of the doctor's charge.  When you go outside the network, you pay a higher percentage of the charges and a deductible. These charges may be substantially higher than the discounted rates charged by preferred providers. The PPO bases its percentage on what it considers reasonable, leaving you to pay your percentage share and any balance.	When you use the HMO network, you pay copayments as described under HMO.  When you go outside the network, you pay a percentage of the charges and a deductible. The HMO/POS bases its percentage on what is usual and customary, leaving you to pay your percentage share and any balance.	Generally, you pay a deductible and a percentage of the doctor's charge (co-insurance). The insurer bases its percentage on what is usual and customary, leaving you to pay your percentage share and any balance.

# Survey (CAHPSTM 2.0H) Results for

# **Central Texas Plans**

### The counties included in the Central Texas area are:

Bastrop	Burnet	Grimes	Leon	Mills
Bell	Caldwell	Hamilton	Limestone	Robertson
Blanco	Coryell	Hays	Llano	San Saba
Bosque	Falls	Hill	Madison	Travis
Brazos	Fayette	Lampasas	McLennan	Washington
Burleson	Freestone	Lee	Milam	Williamson



While analysis of the consumer survey was performed for all commercial health maintenance organizations (HMOs) in Texas, only the results for the plans that provide services in the Central Texas area are featured in this section of the report.

Not all HMOs provide services in each county listed here. HMOs whose service area is mainly in another region of the state are included in this section if their service area extends into at least one county in the Central Texas region. The city/area shown after the name of each HMO indicates its main area of service. Contact plans directly for details on the areas they serve.

If your HMO is not included in the following section, it may be exempt from participating in the survey due to its low enrollment or its short time of participation in the Texas commercial HMO market during 2001.

## How people rated their health plan

Survey (CAHPSTM2.0H) Results

Percentage who rated their plan 6 or lower

Percentage who rated their plan **7 or 8** 

Percentage who rated their plan 9 or 10

The bar graphs show answers to a survey question that asked people to rate their health plan on a scale from:

**0** = "worst health plan possible" to **10** = "best health plan possible"

STATE AVERAGE	25%	37%	38%
*Aetna US Healthcare, Inc. (Houston)	28%	35%	38%
*Aetna US Healthcare, Inc. (San Antonio)	27%	38%	36%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	27%	36%	37%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	42%	31%	27%
Amil International, Inc. (Austin)	25%	44%	32%
*CIGNA HealthCare of Texas, Inc. (Dailas)	24%	39%	38%
*CIGNA HealthCare of Texas, Inc. (Houston)	25%	39%	36%
FIRSTCARE (Waco)	23%	35%	41%
*HMO Blue Texas (Abilene/Midland/San Angelo)	23%	39%	38%
*HMO Blue Texas (Austin)	25%	39%	36%
*HMO Blue Texas (Dallas/Ft Worth)	24%	42%	34%

Due to rounding, percentages may not add up to 100%.

## How people rated their health plan

Survey (CAHPSTM2.0H) Results

Percentage who rated their plan 6 or lower

Percentage who rated their plan **7 or 8** 

Percentage who rated their plan **9 or 10** 

The bar graphs show answers to a survey question that asked people to rate their health plan on a scale from:

**0** = "worst health plan possible" to **10** = "best health plan possible"

STATE AVERAGE	25%	37%	38%
*HMO Blue Texas (Houston)	38%	35%	27%
*HMO Blue Texas (Tyler)	25%	40%	36%
Humana Health Plan of Texas (Austin)	21%	43%	36%
Humana Health Plan of Texas (Houston)	28%	41%	31%
Humana Health Plan of Texas (San Antonio)	23%	37%	41%
MethodistCare (Southeast Texas)	29%	38%	33%
One Health Plan of Texas, Inc. (Austin)	28%	40%	32%
PacifiCare of Texas (Austin)	23%	43%	34%
Scott and White Health Plan (Central Texas)	10% 28%		62%
*Seton Health Plan (Austin)	40%	37%	23%
*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	26%	42%	32%
$\textbf{*United Healthcare of Texas, Inc.} \ (\textbf{Corpus Christi/Houston})$	20%	40%	40%

Due to rounding, percentages may not add up to 100%.

### How people rated their health care

Survey (CAHPSTM2.0H) Results

Percentage who rated their care 6 or lower

Percentage who rated their care **7 or 8** 

Percentage who rated their care 9 or 10

The bar graphs show answers to a survey question that asked people to rate their health care they received from all doctors and other health providers on a scale from:

**0** = "worst health care possible" to **10** = "best health care possible"

STATE AVERAGE	16%	37%	47%
*Aetna US Healthcare, Inc. (Houston)	15%	41%	43%
*Aetna US Healthcare, Inc. (San Antonio)	17%	43%	44%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	13%	36%	51%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	18%	43%	40%
Amil International, Inc. (Austin)	13%	41%	45%
*CIGNA HealthCare of Texas, Inc. (Dailas)	13%	39%	47%
*CIGNA HealthCare of Texas, Inc. (Houston)	20%	38%	42%
FIRSTCARE (Waco)	10%	36%	54%
*HMO Blue Texas (Abilene/Midland/San Angelo)	14%	36%	49%
*HMO Blue Texas (Austin)	18%	37%	45%
*HMO Blue Texas (Dallas/Ft Worth)	18%	42%	41%

Due to rounding, percentages may not add up to 100%.

### How people rated their health care

Survey (CAHPSTM2.0H) Results

Percentage who rated their care 6 or lower

Percentage who rated their care **7 or 8** 

Percentage who rated their care 9 or 10

The bar graphs show answers to a survey question that asked people to rate their health care they received from all doctors and other health providers on a scale from:

**0** = "worst health care possible" to **10** = "best health care possible"

STATE AVERAGE	16%	37%	47%
*HMO Blue Texas (Houston)	23%	39%	38%
*HMO Blue Texas (Tyler)	13%	31%	55%
Humana Health Plan of Texas (Austin)	13%	45%	42%
Humana Health Plan of Texas (Houston)	19%	35%	46%
Humana Health Plan of Texas (San Antonio)	18%	33%	49%
MethodistCare (Southeast Texas)	16%	41%	43%
One Health Plan of Texas, Inc. (Austin)	16%	39%	45%
PacifiCare of Texas (Austin)	12%	38%	50%
Scott and White Health Plan (Central Texas)	<b>7</b> % 31	1%	62%
*Seton Health Plan (Austin)	13%	45%	41%
*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	15%	41%	44%
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	15%	39%	46%

Due to rounding, percentages may not add up to 100%.

### How people rated their doctor or nurse

Survey (CAHPSTM2.0H) Results

Percentage who rated their doctor or nurse
6 or lower

Percentage who rated their doctor or nurse **7 or 8** 

Percentage who rated their doctor or nurse 9 or 10

The bar graphs show answers to a survey question that asked people to rate their doctor or nurse on a scale from:

**0** = "worst personal doctor or nurse possible" to **10** = "best personal doctor or nurse possible"

STATE AVERAGE	15%	35%	51%
*Aetna US Healthcare, Inc. (Houston)	15%	39%	46%
*Aetna US Healthcare, Inc. (San Antonio)	15%	38%	46%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	13%	35%	52%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	16%	35%	49%
Amil International, Inc. (Austin)	18%	37%	45%
*CIGNA HealthCare of Texas, Inc. (Dallas)	15%	40%	44%
*CIGNA HealthCare of Texas, Inc. (Houston)	14%	35%	52%
FIRSTCARE (Waco)	10%	32%	57%
*HMO Blue Texas (Abilene/Midland/San Angelo)	17%	34%	50%
*HMO Blue Texas (Austin)	17%	34%	48%

Due to rounding, percentages may not add up to 100%.

### How people rated their doctor or nurse

Survey (CAHPSTM2.0H) Results

Percentage who rated their doctor or nurse

6 or lower

Percentage who rated their doctor or nurse 7 or 8

Percentage who rated their doctor or nurse
9 or 10

The bar graphs show answers to a survey question that asked people to rate their doctor or nurse on a scale from:

**0** = "worst personal doctor or nurse possible" to **10** = "best personal doctor or nurse possible"

STATE AVERAGE	15%	35%	51%
*HMO Blue Texas (Houston)	18%	37%	45%
*HMO Blue Texas (Tyler)	16%	32%	53%
<b>Humana Health Plan of Texas</b> (Austin)	12%	42%	46%
Humana Health Plan of Texas (Houston)	16%	33%	51%
Humana Health Plan of Texas (San Antonio)	16%	31%	53%
MethodistCare (Southeast Texas)	14%	34%	52%
One Health Plan of Texas, Inc. (Austin)	15%	42%	43%
PacifiCare of Texas (Austin)	14%	30%	56%
Scott and White Health Plan (Central Texas)	8%	30%	62%
*Seton Health Plan (Austin)	18%	35%	47%
*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	11%	41%	48%
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	14%	32%	53%

Due to rounding, percentages may not add up to 100%.

# How people rated their specialist

Survey (CAHPSTM2.0H) Results

Percentage who rated their specialist 6 or lower

Percentage who rated their specialist 7 or 8

Percentage who rated their specialist 9 or 10

The bar graphs show answers to a survey question that asked people to rate their specialist on a scale from:

**0** = "worst specialist possible" to **10** = "best specialist possible"

STATE AVERAGE	14%	31%	55%
*Aetna US Healthcare, Inc. (Houston)	14%	30%	55%
*Aetna US Healthcare, Inc. (San Antonio)	11%	31%	59%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	11%	31%	58%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	Ne	ot enough data	to report on this Plan
Amil International, Inc. (Austin)	11%	28%	61%
*CIGNA HealthCare of Texas, Inc. (Dallas)	14%	34%	53%
*CIGNA HealthCare of Texas, Inc. (Houston)	12%	36%	52%
FIRSTCARE (Waco)	11%	31%	57%
*HMO Blue Texas (Abilene/Midland/San Angelo)	14%	31%	55%
*HMO Blue Texas (Austin)	25%	29%	51%
*HMO Blue Texas (Dallas/Ft Worth)	22%	29%	50%

Due to rounding, percentages may not add up to 100%.

## How people rated their specialist

Survey (CAHPSTM2.0H) Results

Percentage who rated their specialist

6 or lower

Percentage who rated their specialist 7 or 8

Percentage who rated their specialist 9 or 10

The bar graphs show answers to a survey question that asked people to rate their specialist on a scale from:

**0** = "worst specialist possible" to **10** = "best specialist possible"

STATE AVERAGE	<b>14%</b> 31% <b>55%</b>
*HMO Blue Texas (Houston)	<b>16% 32% 52%</b>
*HMO Blue Texas (Tyler)	<b>15% 32% 52%</b>
<b>Humana Health Plan of Texas</b> (Austin)	17% 26% 57%
Humana Health Plan of Texas (Houston)	18% 30% 52%
Humana Health Plan of Texas (San Antonio)	12% 31% 57%
MethodistCare (Southeast Texas)	<b>17% 31% 53%</b>
One Health Plan of Texas, Inc. (Austin)	Not enough data to report on this Plan
PacifiCare of Texas (Austin)	<b>16% 31% 53%</b>
Scott and White Health Plan (Central Texas)	11% 23% 65%
*Seton Health Plan (Austin)	11% 34% 55%
*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	10% 38% 52%
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	15% 28% 57%

Due to rounding, percentages may not add up to 100%.

### Getting care that is needed

Survey (CAHPSTM 2.0H) Results

Percentage who said they had BIG problems getting care they needed Percentage who said they had SMALL problems getting care they needed Percentage who said they had

NO problems
getting care they needed

The bar graphs show answers to survey questions that asked people how much of a problem it was to:

- Find a personal doctor or nurse.
- Get a referral to a specialist that they wanted to see.
- Get the care they and their doctor believed necessary.
- Get care approved by the health plan without delays.

STATE AVERAGE	9 19% 73%
*Aetna US Healthcare, Inc. (Houston)	<b>7</b> 18% <b>75%</b>
*Aetna US Healthcare, Inc. (San Antonio)	<b>8</b> 19% <b>72%</b>
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	9 18% 73%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	Not enough data to report on this Plan
Amil International, Inc. (Austin)	1 <mark>1% 24% 66%</mark>
*CIGNA HealthCare of Texas, Inc. (Dallas)	9 19% 72%
*CIGNA HealthCare of Texas, Inc. (Houston)	<b>12%</b> 21% <b>67%</b>
FIRSTCARE (Waco)	8 17% 75%
*HMO Blue Texas (Abilene/Midland/San Angelo)	6 20% 73%
*HMO Blue Texas (Austin)	9 17% 73%
*HMO Blue Texas (Dallas/Ft Worth)	8 20% 73%

Due to rounding, percentages may not add up to 100%.

### Getting care that is needed

Survey (CAHPSTM2.0H) Results

Percentage who said they had BIG problems getting care they needed

Percentage who said they had SMALL problems getting care they needed Percentage who said they had

NO problems
getting care they needed

The bar graphs show answers to survey questions that asked people how much of a problem it was to:

- Find a personal doctor or nurse.
- Get a referral to a specialist that they wanted to see.
- Get the care they and their doctor believed necessary.
- Get care approved by the health plan without delays.

STATE AVERAGE	9% 19% 73%
*HMO Blue Texas (Houston)	16% 23% 61%
*HMO Blue Texas (Tyler)	<b>8</b> 17% <b>75</b> %
Humana Health Plan of Texas (Austin)	9 21% 70%
Humana Health Plan of Texas (Houston)	14% 23% 63%
Humana Health Plan of Texas (San Antonio)	11% 22% 67%
MethodistCare (Southeast Texas)	10% 19% 70%
One Health Plan of Texas, Inc. (Austin)	Not enough data to report on this Plan
PacifiCare of Texas (Austin)	7 19% 74%
Scott and White Health Plan (Central Texas)	413% 83%
*Seton Health Plan (Austin)	7 24% 68%
*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	Not enough data to report on this Plan
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	<b>5</b> 15% <b>79%</b>

Due to rounding, percentages may not add up to 100%.

### Getting care without long waits

Survey (CAHPSTM 2.0H) Results

Percentage who said they sometimes or never got care without long waits

Percentage who said they usually got care without long waits

Percentage who said they always got care without long waits

The bar graphs show answers to survey questions that asked people how often they:

- Got the help or advice they needed when they called the doctor's office during regular office hours.
- Got treatment as soon as they wanted when they were sick or injured.
- Got an appointment as soon as they wanted for regular or routine health care.
- Waited only 15 minutes or less past their appointment time to see the person they went to see.

STATE AVERAGE	24%	34%	42%
*Aetna US Healthcare, Inc. (Houston)	29%	29%	42%
*Aetna US Healthcare, Inc. (San Antonio)	26%	33%	41%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	22%	34%	44%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	Not end	ough data to rep	port on this Plan
Amil International, Inc. (Austin)	22%	38%	41%
*CIGNA HealthCare of Texas, Inc. (Dallas)	22%	33%	45%
*CIGNA HealthCare of Texas, Inc. (Houston)	24%	35%	41%
FIRSTCARE (Waco)	21%	35%	44%
*HMO Blue Texas (Abilene/Midland/San Angelo)	20%	36%	45%
*HMO Blue Texas (Austin)	22%	37%	41%
*HMO Blue Texas (Dallas/Ft Worth)	22%	33%	45%

Due to rounding, percentages may not add up to 100%.

## Getting care without long waits

Survey (CAHPSTM 2.0H) Results

Percentage who said they sometimes or never got care without long waits

Percentage who said they **usually** got care without long waits

Percentage who said they **always** got care without long waits

The bar graphs show answers to survey questions that asked people how often they:

- Got the help or advice they needed when they called the doctor's office during regular office hours.
- Got treatment as soon as they wanted when they were sick or injured.
- Got an appointment as soon as they wanted for regular or routine health care.
- Waited only 15 minutes or less past their appointment time to see the person they went to see.

STATE AVERAGE	24%	34%	42%	
*HMO Blue Texas (Houston)	30%	38%	32%	
*HMO Blue Texas (Tyler)				
	20%	34%	46%	
Humana Health Plan of Texas (Austin)	23%	38%	39%	
<b>Humana Health Plan of Texas (Houston)</b>	Not enough data to report on this Plan			
Humana Health Plan of Texas (San Antonio)	29%	31%	41%	
MethodistCare (Southeast Texas)	29%	33%	38%	
One Health Plan of Texas, Inc. (Austin)	Not end	ough data to repo	ort on this Plan	
PacifiCare of Texas (Austin)	19%	37%	44%	
Scott and White Health Plan (Central Texas)	16%	35%	49%	
*Seton Health Plan (Austin)	24%	34%	41%	
*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	25%	34%	41%	
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	Not end	ough data to repo	ort on this Plan	

Due to rounding, percentages may not add up to 100%.

# Handling of claims quickly and correctly

Survey (CAHPSTM2.0H) Results

Percentage who said their plan sometimes or never handled claims quickly and correctly Percentage who said their plan **usually** handled claims quickly and correctly

Percentage who said their plan **always** handled claims quickly and correctly

The bar graphs show answers to survey questions that asked people how often their health plan:

- Handled claims in a reasonable time.
- · Handled claims correctly.

STATE AVERAGE	19%	36%	45%
*Aetna US Healthcare, Inc. (Houston)	16%	34%	50%
*Aetna US Healthcare, Inc. (San Antonio)	21%	42%	37%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	22%	41%	37%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	Not e	enough data to re	port on this Plan
Amil International, Inc. (Austin)	15%	37%	48%
*CIGNA HealthCare of Texas, Inc. (Dallas)	18%	35%	46%
*CIGNA HealthCare of Texas, Inc. (Houston)	21%	32%	47%
FIRSTCARE (Waco)	16%	36%	48%
*HMO Blue Texas (Abilene/Midland/San Angelo)	16%	44%	41%
*HMO Blue Texas (Austin)	19%	39%	41%
*HMO Blue Texas (Dallas/Ft Worth)	19%	37%	44%

Due to rounding, percentages may not add up to 100%.

## Handling of claims quickly and correctly

Survey (CAHPSTM2.0H) Results

Percentage who said their plan sometimes or never handled claims quickly and correctly Percentage who said their plan **usually** handled claims quickly and correctly

Percentage who said their plan **always** handled claims quickly and correctly

The bar graphs show answers to survey questions that asked people how often their health plan:

- Handled claims in a reasonable time.
- · Handled claims correctly.

STATE AVERAGE	19% 36	6%	45%
*HMO Blue Texas (Houston)	31%	38%	32%
*HMO Blue Texas (Tyler)	26%	35%	39%
Humana Health Plan of Texas (Austin)	20% 34	4%	46%
Humana Health Plan of Texas (Houston)	Not enough	data to report of	on this Plan
Humana Health Plan of Texas (San Antonio)	14% 33%		52%
MethodistCare (Southeast Texas)	32%	35%	33%
One Health Plan of Texas, Inc. (Austin)	Not enough	data to report of	on this Plan
PacifiCare of Texas (Austin)	28%	38%	35%
Scott and White Health Plan (Central Texas)	7% 24%	69	%
*Seton Health Plan (Austin)	36%	36%	28%
*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	19% 4	.0%	41%
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	17% 4	2%	41%

Due to rounding, percentages may not add up to 100%.

### Efficiency and helpfulness of customer service

Survey (CAHPSTM2.0H) Results

Percentage who said they had BIG problems with customer service

Percentage who said they had SMALL problems with customer service Percentage who said they had NO problems with customer service

The bar graphs show answers to survey questions that asked people how much of a problem it was to:

- Get the help they needed when they called the health plan's customer service.
- Find or understand information in the written materials from their health plan.
- · Deal with paperwork.

STATE AVERAGE	10% 25%	65%
*Aetna US Healthcare, Inc. (Houston)	11% 23%	66%
*Aetna US Healthcare, Inc. (San Antonio)	8% 25%	67%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	9% 28%	63%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	22% 27%	51%
Amil International, Inc. (Austin)	8% 24%	67%
*CIGNA HealthCare of Texas, Inc. (Dallas)	9% 22%	69%
*CIGNA HealthCare of Texas, Inc. (Houston)	11% 29%	60%
FIRSTCARE (Waco)	6% 22%	73%
*HMO Blue Texas (Abilene/Midland/San Angelo)	10% 28%	61%
*HMO Blue Texas (Austin)	12% 28%	60%
*HMO Blue Texas (Dallas/Ft Worth)	11% 26%	63%

Due to rounding, percentages may not add up to 100%.

### Efficiency and helpfulness of customer service

Survey (CAHPSTM2.0H) Results

Percentage who said they had BIG problems with customer service Percentage who said they had SMALL problems with customer service Percentage who said they had **NO problems** with customer service

The bar graphs show answers to survey questions that asked people how much of a problem it was to:

- Get the help they needed when they called the health plan's customer service.
- Find or understand information in the written materials from their health plan.
- · Deal with paperwork.

STATE AVERAGE	<b>10% 25% 65%</b>
*HMO Blue Texas (Houston)	17% 29% 53%
*HMO Blue Texas (Tyler)	15% 27% 58%
<b>Humana Health Plan of Texas</b> (Austin)	10% 27% 64%
Humana Health Plan of Texas (Houston)	Not enough data to report on this Plan
Humana Health Plan of Texas (San Antonio)	<b>8% 22</b> % <b>70%</b>
MethodistCare (Southeast Texas)	10% 26% 64%
One Health Plan of Texas, Inc. (Austin)	Not enough data to report on this Plan
PacifiCare of Texas (Austin)	11% 25% 65%
Scott and White Health Plan (Central Texas)	4 18% 78%
*Seton Health Plan (Austin)	14% 34% 52%
*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	13% 29% 59%
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	13% 22% 65%

Due to rounding, percentages may not add up to 100%.

### How well doctors communicate

Survey (CAHPSTM2.0H) Results

Percentage who said their doctors sometimes or never communicated well Percentage who said their doctors usually communicated well Percentage who said their doctors always communicated well

The bar graphs show answers to survey questions that asked people how often their doctor or other health provider:

- Listened carefully to them.
- Explained things in a way they could understand.
- Showed respect for what they had to say.
- Spent enough time with them.

STATE AVERAGE	10%	32%	57%
*Aetna US Healthcare, Inc. (Houston)	12%	36%	53%
*Aetna US Healthcare, Inc. (San Antonio)	10%	38%	51%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	11%	34%	55%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	12%	33%	55%
Amil International, Inc. (Austin)	11%	31%	58%
*CIGNA HealthCare of Texas, Inc. (Dallas)	6%	35%	59%
*CIGNA HealthCare of Texas, Inc. (Houston)	12%	36%	52%
FIRSTCARE (Waco)	7%	31%	61%
*HMO Blue Texas (Abilene/Midland/San Angelo)	9%	34%	57%
*HMO Blue Texas (Austin)	11%	34%	54%
*HMO Blue Texas (Dallas/Ft Worth)	9%	36%	54%

Due to rounding, percentages may not add up to 100%.

### How well doctors communicate

Survey (CAHPSTM2.0H) Results

Percentage who said their doctors sometimes or never communicated well Percentage who said their doctors usually communicated well Percentage who said their doctors always communicated well

The bar graphs show answers to survey questions that asked people how often their doctor or other health provider:

- Listened carefully to them.
- Explained things in a way they could understand.
- Showed respect for what they had to say.
- · Spent enough time with them.

STATE AVERAGE	10% 32% 57%
*HMO Blue Texas (Houston)	15% 38% 47%
*HMO Blue Texas (Tyler)	8% 32% 60%
<b>Humana Health Plan of Texas</b> (Austin)	9% 36% 55%
Humana Health Plan of Texas (Houston)	11% 27% 63%
Humana Health Plan of Texas (San Antonio)	14% 31% <b>54%</b>
MethodistCare (Southeast Texas)	<b>12% 36% 51%</b>
One Health Plan of Texas, Inc. (Austin)	14% 28% 57%
PacifiCare of Texas (Austin)	9% 31% 60%
Scott and White Health Plan (Central Texas)	7% 28% 65%
*Seton Health Plan (Austin)	9% 35% 56%
*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	12% 37% 52%
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	<b>11%</b> 36% <b>53%</b>

Due to rounding, percentages may not add up to 100%.

# Courtesy, respect and helpfulness of office staff

Survey (CAHPSTM2.0H) Results

Percentage who said office staff were sometimes or never courteous, respectful, and helpful

Percentage who said office staff were usually courteous, respectful, and helpful Percentage who said office staff were always courteous, respectful, and helpful

The bar graphs show answers to survey questions that asked people how often the office staff at their doctor's office:

- Treated them with courtesy and respect.
- Were as helpful as they should be.

STATE AVERAGE	10% 28%	62%
*Aetna US Healthcare, Inc. (Houston)	8% 35%	58%
*Aetna US Healthcare, Inc. (San Antonio)	13% 30%	57%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	12% 29%	60%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	10% 31%	59%
Amil International, Inc. (Austin)	9% 29%	63%
*CIGNA HealthCare of Texas, Inc. (Dallas)	10% 26%	65%
*CIGNA HealthCare of Texas, Inc. (Houston)	10% 31%	59%
FIRSTCARE (Waco)	4 27%	69%
*HMO Blue Texas (Abilene/Midland/San Angelo)	8% 29%	63%
*HMO Blue Texas (Austin)	9% 28%	63%
*HMO Blue Texas (Dallas/Ft Worth)	<b>7%</b> 27%	66%

Due to rounding, percentages may not add up to 100%.

# Courtesy, respect and helpfulness of office staff

Survey (CAHPSTM2.0H) Results

Percentage who said office staff were sometimes or never courteous, respectful, and helpful

Percentage who said office staff were usually courteous, respectful, and helpful Percentage who said office staff were always courteous, respectful, and helpful

The bar graphs show answers to survey questions that asked people how often the office staff at their doctor's office:

• Treated them with courtesy and respect.

28%

• Were as helpful as they should be.

STATE AVERAGE

STATE AVERAGE	10% 28%	62%
*HMO Blue Texas (Houston)	<b>12%</b> 36%	53%
*HMO Blue Texas (Tyler)	<b>7%</b> 24%	69%
Humana Health Plan of Texas (Austin)	11% 28%	61%
<b>Humana Health Plan of Texas (Houston)</b>	13% 23%	64%
Humana Health Plan of Texas (San Antonio)	10% 28%	62%
MethodistCare (Southeast Texas)	12% 33%	55%
One Health Plan of Texas, Inc. (Austin)	11% 32%	56%
PacifiCare of Texas (Austin)	7% 29%	64%
Scott and White Health Plan (Central Texas)	7% 25%	68%
*Seton Health Plan (Austin)	8% 33%	59%
*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	12% 32%	56%
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	9% 33%	58%

Due to rounding, percentages may not add up to 100%.

## Response rate for all plans in the survey

Response rate = (completed surveys / [total sample – ineligible])

### **State Average = 34%**

Aetna US Healthcare, Inc. (Houston)	26%
Aetna US Healthcare, Inc. (San Antonio)	31%
Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	34%
AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/Houston/San Antonio)	23%
Amil International, Inc. (Austin)	44%
CIGNA HealthCare of Texas, Inc. (Dallas)	35%
CIGNA HealthCare of Texas, Inc. (Houston)	29%
Community First Health Plans, Inc. (San Antonio)	34%
FIRSTCARE (Abilene)	41%
FIRSTCARE (Amarillo)	41%
FIRSTCARE (Lubbock)	42%
FIRSTCARE (Waco)	42%
Heritage Health Plans (Tyler)	32%
HMO Blue Texas (Abilene/Midland/San Angelo)	38%
HMO Blue Texas (Austin)	40%
HMO Blue Texas (Beaumont/Lufkin)	38%
HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	35%
HMO Blue Texas (Dallas/Ft Worth)	29%
HMO Blue Texas (El Paso)	40%
HMO Blue Texas (Houston)	34%
HMO Blue Texas (Lubbock)	38%
HMO Blue Texas (Tyler)	37%
Humana Health Plan of Texas (Austin)	38%
Humana Health Plan of Texas (Corpus Christi)	32%
Humana Health Plan of Texas (Houston)	24%
Humana Health Plan of Texas (San Antonio)	40%
Mercy Health Plans (Laredo)	27%
MethodistCare (Southeast Texas)	33%
One Health Plan of Texas, Inc. (Austin)	18%
One Health Plan of Texas, Inc. (Dallas)	22%
One Health Plan of Texas, Inc. (Houston)	15%
PacifiCare of Texas (Austin)	41%
PacifiCare of Texas (Dallas)	32%
PacifiCare of Texas (Houston)	21%
PacifiCare of Texas (San Antonio)	42%
Parkland Community Health Plan (Northeast Texas)	39%
Scott and White Health Plan (Central Texas)	58%
Seton Health Plan (Austin)	36%
UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	28%
UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	27%
UnitedHealthcare of Texas, Inc. (Dallas)	28%
Valley Health Plans (Harlingen)	34%

# Survey (CAHPSTM 2.0H) Results for

# **East Texas Plans**

### The counties included in the East Texas area are:

<b>Anderson</b>	Delta	Hopkins	Morris	Rains	Shelby	Van Zandt
Angelina	Franklin	Houston	Nacogdoches	<b>Red River</b>	Smith	Wood
Bowie	Gregg	Jasper	Newton	Rusk	Titus	
Camp	Hardin	Jefferson	Orange	Sabine	Trinity	
Cass	Harrison	Lamar	Panola	San Augustine	Tyler	
Cherokee	Henderson	Marion	Polk	San Jacinto	Upshur	



While analysis of the consumer survey was performed for all commercial health maintenance organizations (HMOs) in Texas, only the results for the plans that provide services in the East Texas area are featured in this section of the report.

Not all HMOs provide services in each county listed here. HMOs whose service area is mainly in another region of the state are included in this section if their service area extends into at least one county in the East Texas region. The city/area shown after the name of each HMO indicates its main area of service. Contact plans directly for details on the areas they serve.

If your HMO is not included in the following section, it may be exempt from participating in the survey due to its low enrollment or its short time of participation in the Texas commercial HMO market during 2001.

## How people rated their health plan

Survey (CAHPS $^{\text{TM}}$ 2.0H) Results

Percentage who rated their plan 6 or lower

Percentage who rated their plan **7 or 8** 

Percentage who rated their plan **9 or 10** 

The bar graphs show answers to a survey question that asked people to rate their health plan on a scale from:

**0** = "worst health plan possible" to **10** = "best health plan possible"

<u>STATE AVERAGE</u>	25%	37%	38%
*Aetna US Healthcare, Inc. (Houston)	28%	35%	38%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	27%	36%	37%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	42%	31%	27%
*CIGNA HealthCare of Texas, Inc. (Dallas)	24%	39%	38%
*CIGNA HealthCare of Texas, Inc. (Houston)	25%	39%	36%
FIRSTCARE (Waco)	23%	35%	41%
*Heritage Health Plans (Tyler)	19%	31%	49%
*HMO Blue Texas (Beaumont/Lufkin)	30%	37%	33%
*HMO Blue Texas (Dallas/Ft Worth)	24%	42%	34%
*HMO Blue Texas (Houston)	38%	35%	27%
*HMO Blue Texas (Tyler)	25%	40%	36%
Humana Health Plan of Texas (Houston)	28%	41%	31%
MethodistCare (Southeast Texas)	29%	38%	33%

Due to rounding, percentages may not add up to 100%.

# Survey (CAHPS™ 2.0H) Results - East Texas

## How people rated their health care

Survey (CAHPSTM2.0H) Results

Percentage who rated their care 6 or lower

Percentage who rated their care **7 or 8** 

Percentage who rated their care 9 or 10

The bar graphs show answers to a survey question that asked people to **rate their health care** they received from all doctors and other health providers on a scale from:

**0** = "worst health care possible" to **10** = "best health care possible"

STATE AVERAGE	16%	37%	47%
*Aetna US Healthcare, Inc. (Houston)	15%	41%	43%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	13%	36%	51%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	18%	43%	40%
*CIGNA HealthCare of Texas, Inc. (Dallas)	13%	39%	47%
*CIGNA HealthCare of Texas, Inc. (Houston)	20%	38%	42%
FIRSTCARE (Waco)	10%	36%	54%
*Heritage Health Plans (Tyler)	14%	29%	57%
*HMO Blue Texas (Beaumont/Lufkin)	17%	33%	50%
*HMO Blue Texas (Dallas/Ft Worth)	18%	42%	41%
*HMO Blue Texas (Houston)	23%	39%	38%
*HMO Blue Texas (Tyler)	13%	31%	55%
Humana Health Plan of Texas (Houston)	19%	35%	46%
MethodistCare (Southeast Texas)	16%	41%	43%
One Health Plan of Texas, Inc. (Houston)	16%	39%	45%

Due to rounding, percentages may not add up to 100%.

## How people rated their doctor or nurse

Survey (CAHPSTM2.0H) Results

Percentage who rated their doctor or nurse

6 or lower

Percentage who rated their doctor or nurse **7 or 8** 

Percentage who rated their doctor or nurse
9 or 10

The bar graphs show answers to a survey question that asked people to rate their doctor or nurse on a scale from:

**0** = "worst personal doctor or nurse possible" to **10** = "best personal doctor or nurse possible"

STATE AVERAGE	<b>15% 35% 51%</b>
*Aetna US Healthcare, Inc. (Houston)	15% 39% 46%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	<b>13% 35% 52%</b>
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	16% 35% 49%
*CIGNA HealthCare of Texas, Inc. (Dallas)	15% 40% 44%
*CIGNA HealthCare of Texas, Inc. (Houston)	14% 35% 52%
FIRSTCARE (Waco)	<b>10% 32% 57%</b>
*Heritage Health Plans (Tyler)	<b>7%</b> 31% <b>62%</b>
*HMO Blue Texas (Beaumont/Lufkin)	15% 33% 52%
*HMO Blue Texas (Beaumont/Lufkin)  *HMO Blue Texas (Dallas/Ft Worth)	
	15% 33% 52%
*HMO Blue Texas (Dallas/Ft Worth)	15%     33%     52%       15%     37%     49%
*HMO Blue Texas (Dallas/Ft Worth)  *HMO Blue Texas (Houston)	15%       33%       52%         15%       37%       49%         18%       37%       45%
*HMO Blue Texas (Dallas/Ft Worth)  *HMO Blue Texas (Houston)  *HMO Blue Texas (Tyler)	15%       33%       52%         15%       37%       49%         18%       37%       45%         16%       32%       53%

Due to rounding, percentages may not add up to 100%.

# Survey (CAHPS™ 2.0H) Results - East Texas

## How people rated their specialist

Survey (CAHPSTM2.0H) Results

Percentage who rated their specialist 6 or lower

Percentage who rated their specialist 7 or 8

Percentage who rated their specialist 9 or 10

The bar graphs show answers to a survey question that asked people to rate their specialist on a scale from:

**0** = "worst specialist possible" to **10** = "best specialist possible"

STATE AVERAGE	14% 31%	55%	
*Aetna US Healthcare, Inc. (Houston)	14% 30%	55%	
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	11% 31%	58%	
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	Not enough data to report on this Plan		
*CIGNA HealthCare of Texas, Inc. (Dallas)	14% 34%	53%	
*CIGNA HealthCare of Texas, Inc. (Houston)	<b>12%</b> 36%	52%	
FIRSTCARE (Waco)	11% 31%	57%	
*Heritage Health Plans (Tyler)	13% 31%	57%	
*HMO Blue Texas (Beaumont/Lufkin)	11% 31%	57%	
*HMO Blue Texas (Dallas/Ft Worth)	22% 29	9% 50%	
*HMO Blue Texas (Houston)	16% 32%	<b>52%</b>	
*HMO Blue Texas (Tyler)	15% 32%	52%	
Humana Health Plan of Texas (Houston)	18% 30°	<b>52%</b>	
MethodistCare (Southeast Texas)	17% 31%	53%	
One Health Plan of Texas, Inc. (Houston)	Not enough	data to report on this Plan	

Due to rounding, percentages may not add up to 100%.

### Getting care that is needed

Survey (CAHPSTM2.0H) Results

Percentage who said they had BIG problems getting care they needed Percentage who said they had SMALL problems getting care they needed Percentage who said they had

NO problems
getting care they needed

The bar graphs show answers to survey questions that asked people how much of a problem it was to:

- Find a personal doctor or nurse.
- Get a referral to a specialist that they wanted to see.
- Get the care they and their doctor believed necessary.
- Get care approved by the health plan without delays.

STATE AVERAGE	9% 19% <b>73</b> %
*Aetna US Healthcare, Inc. (Houston)	<b>7%</b> 18% <b>75%</b>
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	9% 18% 73%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	Not enough data to report on this Plan
*CIGNA HealthCare of Texas, Inc. (Dallas)	9% 19% <b>72</b> %
*CIGNA HealthCare of Texas, Inc. (Houston)	12% 21% 67%
FIRSTCARE (Waco)	<b>8%</b> 17% <b>75%</b>
*Heritage Health Plans (Tyler)	6 <mark>%</mark> 15% 80%
*HMO Blue Texas (Beaumont/Lufkin)	<b>9% 18% 73%</b>
*HMO Blue Texas (Dallas/Ft Worth)	<b>8%</b> 20% <b>73%</b>
*HMO Blue Texas (Houston)	16% 23% 61%
*HMO Blue Texas (Tyler)	8% 17% 75%
Humana Health Plan of Texas (Houston)	14% 23% 63%
MethodistCare (Southeast Texas)	<b>10%</b> 19% <b>70%</b>
One Health Plan of Texas, Inc. (Houston)	Not enough data to report on this Plan

Due to rounding, percentages may not add up to 100%.

### Getting care without long waits

Survey (CAHPSTM2.0H) Results

Percentage who said they sometimes or never got care without long waits

Percentage who said they usually got care without long waits

Percentage who said they always
got care without long waits

The bar graphs show answers to survey questions that asked people how often they:

- Got the help or advice they needed when they called the doctor's office during regular office hours.
- Got treatment as soon as they wanted when they were sick or injured.
- Got an appointment as soon as they wanted for regular or routine health care.
- Waited only 15 minutes or less past their appointment time to see the person they went to see.

STATE AVERAGE	24% 34% 42%
*Aetna US Healthcare, Inc. (Houston)	29% 29% 42%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	22% 34% 44%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	Not enough data to report on this Plan
*CIGNA HealthCare of Texas, Inc. (Dallas)	22% 33% 45%
*CIGNA HealthCare of Texas, Inc. (Houston)	24% 35% 41%
FIRSTCARE (Waco)	21% 35% 44%
*Heritage Health Plans (Tyler)	19% 35% 45%
*HMO Blue Texas (Beaumont/Lufkin)	24% 32% 44%
*HMO Blue Texas (Dallas/Ft Worth)	22% 33% 45%
*HMO Blue Texas (Houston)	30% 38% 32%
*HMO Blue Texas (Tyler)	20% 34% 46%
<b>Humana Health Plan of Texas (Houston)</b>	Not enough data to report on this Plan
MethodistCare (Southeast Texas)	29% 33% 38%
One Health Plan of Texas, Inc. (Houston)	Not enough data to report on this Plan

Due to rounding, percentages may not add up to 100%.

## Handling of claims quickly and correctly

Survey (CAHPSTM2.0H) Results

Percentage who said their plan **sometimes or never** handled claims quickly and correctly Percentage who said their plan **usually** handled claims quickly and correctly

Percentage who said their plan **always** handled claims quickly and correctly

The bar graphs show answers to survey questions that asked people how often their health plan:

- Handled claims in a reasonable time.
- · Handled claims correctly.

STATE AVERAGE	19% 36%	45%	
*Aetna US Healthcare, Inc. (Houston)	16% 34%	50%	
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	22% 41%	37%	
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	Not enough data to report on this Plan		
*CIGNA HealthCare of Texas, Inc. (Dallas)	18% 35%	46%	
*CIGNA HealthCare of Texas, Inc. (Houston)	21% 32%	47%	
FIRSTCARE (Waco)	16% 36%	48%	
*Heritage Health Plans (Tyler)	15% 35%	50%	
*HMO Blue Texas (Beaumont/Lufkin)	19% 41%	40%	
*HMO Blue Texas (Dallas/Ft Worth)	19% 37%	44%	
*HMO Blue Texas (Houston)	31% 38%	32%	
*HMO Blue Texas (Tyler)	26% 35%	39%	
Humana Health Plan of Texas (Houston)	Not enough data to report on this Plan		
MethodistCare (Southeast Texas)	32% 35%	33%	
One Health Plan of Texas, Inc. (Houston)	Not enough data to report on this Plan		

Due to rounding, percentages may not add up to 100%.

# Survey (CAHPS™ 2.0H) Results - East Texas

#### Efficiency and helpfulness of customer service

Survey (CAHPSTM2.0H) Results

Percentage who said they had BIG problems with customer service Percentage who said they had SMALL problems with customer service Percentage who said they had **NO problems** with customer service

The bar graphs show answers to survey questions that asked people how much of a problem it was to:

- Get the help they needed when they called the health plan's customer service.
- Find or understand information in the written materials from their health plan.
- · Deal with paperwork.

STATE AVERAGE	10% 25% 65%
*Aetna US Healthcare, Inc. (Houston)	11% 23% 66%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	9% 28% 63%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	22% 27% 51%
*CIGNA HealthCare of Texas, Inc. (Dallas)	9% 22% 69%
*CIGNA HealthCare of Texas, Inc. (Houston)	11% 29% 60%
FIRSTCARE (Waco)	<b>6% 22% 73%</b>
*Heritage Health Plans (Tyler)	6% 20% 74%
*HMO Blue Texas (Beaumont/Lufkin)	<b>11%</b> 31% <b>58%</b>
*HMO Blue Texas (Dallas/Ft Worth)	<b>11% 26% 63%</b>
*HMO Blue Texas (Houston)	17% 29% <b>53%</b>
*HMO Blue Texas (Tyler)	15% 27% 58%
Humana Health Plan of Texas (Houston)	Not enough data to report on this Plan
MethodistCare (Southeast Texas)	10% 26% 64%
One Health Plan of Texas, Inc. (Houston)	Not enough data to report on this Plan

Due to rounding, percentages may not add up to 100%.

#### How well doctors communicate

Survey (CAHPSTM2.0H) Results

Percentage who said their doctors sometimes or never communicated well

Percentage who said their doctors usually communicated well

Percentage who said their doctors always communicated well

The bar graphs show answers to survey questions that asked people how often their doctor or other health provider:

- Listened carefully to them.
- Explained things in a way they could understand.
- · Showed respect for what they had to say.
- Spent enough time with them.

STATE AVERAGE	10% 32% 57%
*Aetna US Healthcare, Inc. (Houston)	<b>12%</b> 36% <b>53%</b>
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	<b>11%</b> 34% <b>55%</b>
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	12% 33% 55%
*CIGNA HealthCare of Texas, Inc. (Dallas)	<b>6%</b> 35% <b>59%</b>
*CIGNA HealthCare of Texas, Inc. (Houston)	<b>12% 36% 52%</b>
FIRSTCARE (Waco)	7% 31% 61%
*Heritage Health Plans (Tyler)	7% 30% 63%
*HMO Blue Texas (Beaumont/Lufkin)	<b>11% 32% 57%</b>
*HMO Blue Texas (Dallas/Ft Worth)	<b>9% 36% 54%</b>
*HMO Blue Texas (Houston)	15% 38% 47%
*HMO Blue Texas (Tyler)	8% 32% 60%
<b>Humana Health Plan of Texas</b> (Houston)	11% 27% 63%
MethodistCare (Southeast Texas)	12% 36% 51%
One Health Plan of Texas, Inc. (Houston)	13% 26% 61%

Due to rounding, percentages may not add up to 100%.

### Courtesy, respect and helpfulness of office staff

Survey (CAHPSTM 2.0H) Results

Percentage who said office staff were sometimes or never courteous, respectful, and helpful

Percentage who said office staff were usually courteous, respectful, and helpful

Percentage who said office staff were always courteous, respectful, and helpful

The bar graphs show answers to survey questions that asked people how often the office staff at their doctor's office:

- Treated them with courtesy and respect.
- Were as helpful as they should be.

STATE AVERAGE	10% 28%	62%
*Aetna US Healthcare, Inc. (Houston)	8% 35%	58%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	12% 29%	60%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	10% 31%	59%
*CIGNA HealthCare of Texas, Inc. (Dallas)	10% 26%	65%
*CIGNA HealthCare of Texas, Inc. (Houston)	10% 31%	59%
FIRSTCARE (Waco)	4 27%	69%
*Heritage Health Plans (Tyler)	5 26%	69%
*HMO Blue Texas (Beaumont/Lufkin)	10% 29%	62%
*HMO Blue Texas (Dallas/Ft Worth)	7% 27%	66%
*HMO Blue Texas (Houston)	12% 36%	53%
*HMO Blue Texas (Tyler)	7% 24%	69%
Humana Health Plan of Texas (Houston)	13% 23%	64%
MethodistCare (Southeast Texas)	12% 33%	55%
One Health Plan of Texas, Inc. (Houston)	13% 22%	65%

Due to rounding, percentages may not add up to 100%.

#### Response rate for all plans in the survey

Response rate = (completed surveys / [total sample – ineligible])

#### **State Average = 34%**

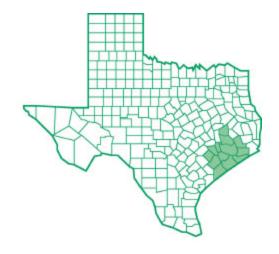
Aetna US Healthcare, Inc. (Houston)	26%
Aetna US Healthcare, Inc. (San Antonio)	31%
Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	34%
AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/Houston/San Antonio)	23%
Amil International, Inc. (Austin)	44%
CIGNA HealthCare of Texas, Inc. (Dallas)	35%
CIGNA HealthCare of Texas, Inc. (Houston)	29%
Community First Health Plans, Inc. (San Antonio)	34%
FIRSTCARE (Abilene)	41%
FIRSTCARE (Amarillo)	41%
FIRSTCARE (Lubbock)	42%
FIRSTCARE (Waco)	42%
Heritage Health Plans (Tyler)	32%
HMO Blue Texas (Abilene/Midland/San Angelo)	38%
HMO Blue Texas (Austin)	40%
HMO Blue Texas (Beaumont/Lufkin)	38%
HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	35%
HMO Blue Texas (Dallas/Ft Worth)	29%
HMO Blue Texas (El Paso)	40%
HMO Blue Texas (Houston)	34%
HMO Blue Texas (Lubbock)	38%
HMO Blue Texas (Tyler)	37%
Humana Health Plan of Texas (Austin)	38%
Humana Health Plan of Texas (Corpus Christi)	32%
Humana Health Plan of Texas (Houston)	24%
Humana Health Plan of Texas (San Antonio)	40%
Mercy Health Plans (Laredo)	27%
MethodistCare (Southeast Texas)	33%
One Health Plan of Texas, Inc. (Austin)	18%
One Health Plan of Texas, Inc. (Dallas)	22%
One Health Plan of Texas, Inc. (Houston)	15%
PacifiCare of Texas (Austin)	41%
PacifiCare of Texas (Dallas)	32%
PacifiCare of Texas (Houston)	21%
PacifiCare of Texas (San Antonio)	42%
Parkland Community Health Plan (Northeast Texas)	39%
Scott and White Health Plan (Central Texas)	58%
Seton Health Plan (Austin)	36%
UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	28%
UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	27%
UnitedHealthcare of Texas, Inc. (Dallas)	28%
Valley Health Plans (Harlingen)	34%

### Survey (CAHPSTM 2.0H) Results for

### **Gulf Coast Texas Plans**

#### The counties included in the Gulf Coast Texas area are:

Austin Galveston Walker
Brazoria Harris Waller
Chambers Liberty Wharton
Colorado Matagorda
Fort Bend Montgomery



While analysis of the consumer survey was performed for all commercial health maintenance organizations (HMOs) in Texas, only the results for the plans that provide services in the Gulf Coast Texas area are featured in this section of the report.

Not all HMOs provide services in each county listed here. HMOs whose service area is mainly in another region of the state are included in this section if their service area extends into at least one county in the Gulf Coast Texas region. The city/area shown after the name of each HMO indicates its main area of service. Contact plans directly for details on the areas they serve.

If your HMO is not included in the following section, it may be exempt from participating in the survey due to its low enrollment or its short time of participation in the Texas commercial HMO market during 2001.

#### How people rated their health plan

Survey (CAHPSTM2.0H) Results

Percentage who rated their plan 6 or lower

Percentage who rated their plan **7 or 8** 

Percentage who rated their plan 9 or 10

The bar graphs show answers to a survey question that asked people to rate their health plan on a scale from:

**0** = "worst health plan possible" to **10** = "best health plan possible"

STATE AVERAGE	<b>25% 37% 38%</b>
*Aetna US Healthcare, Inc. (Houston)	<b>28</b> % <b>35</b> % <b>38</b> %
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	42% 31% 27%
*CIGNA HealthCare of Texas, Inc. (Houston)	<b>25% 39% 36%</b>
FIRSTCARE (Waco)	23% 35% 41%
*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	30% 32% 38%
*HMO Blue Texas (Houston)	<b>38% 35% 27%</b>
Humana Health Plan of Texas (Houston)	28% 41% 31%
MethodistCare (Southeast Texas)	29% 38% 33%
One Health Plan of Texas, Inc. (Houston)	<b>16% 37% 47%</b>
PacifiCare of Texas (Houston)	<b>37% 27% 36%</b>
*Seton Health Plan (Austin)	40% 37% 23%
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	20% 40% 40%

Due to rounding, percentages may not add up to 100%.

# Survey (CAHPS™ 2.0H) Results - Gulf Coast Texas

#### How people rated their health care

Survey (CAHPSTM2.0H) Results

Percentage who rated their care 6 or lower

Percentage who rated their care 7 or 8

Percentage who rated their care 9 or 10

The bar graphs show answers to a survey question that asked people to rate their health care they received from all doctors and other health providers on a scale from:

**0** = "worst health care possible" to **10** = "best health care possible"

STATE AVERAGE	16%	37%	47%
*Aetna US Healthcare, Inc. (Houston)	15%	41%	43%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	18%	43%	40%
*CIGNA HealthCare of Texas, Inc. (Houston)	20%	38%	42%
FIRSTCARE (Waco)	10%	36%	54%
*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	19%	34%	46%
*HMO Blue Texas (Houston)	23%	39%	38%
Humana Health Plan of Texas (Houston)	19%	35%	46%
MethodistCare (Southeast Texas)	16%	41%	43%
One Health Plan of Texas, Inc. (Houston)	16%	39%	45%
PacifiCare of Texas (Houston)	28%	33%	39%
*Seton Health Plan (Austin)	13%	45%	41%
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	15%	39%	46%

Due to rounding, percentages may not add up to 100%.

#### How people rated their doctor or nurse

Survey (CAHPSTM2.0H) Results

Percentage who rated their doctor or nurse
6 or lower

Percentage who rated their doctor or nurse 7 or 8

Percentage who rated their doctor or nurse
9 or 10

The bar graphs show answers to a survey question that asked people to rate their doctor or nurse on a scale from:

**0** = "worst personal doctor or nurse possible" to **10** = "best personal doctor or nurse possible"

STATE AVERAGE	15% 35%	51%
*Aetna US Healthcare, Inc. (Houston)	15% 39%	46%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	16% 35%	49%
*CIGNA HealthCare of Texas, Inc. (Houston)	14% 35%	52%
FIRSTCARE (Waco)	10% 32%	57%
*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	17% 34%	49%
*HMO Blue Texas (Houston)	18% 37%	45%
Humana Health Plan of Texas (Houston)	16% 33%	51%
MethodistCare (Southeast Texas)	14% 34%	52%
One Health Plan of Texas, Inc. (Houston)	Not enough data t	o report on this Plan
PacifiCare of Texas (Houston)	19% 29%	53%
*Seton Health Plan (Austin)	18% 35%	47%
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	14% 32%	53%

Due to rounding, percentages may not add up to 100%.

# Survey (CAHPS™ 2.0H) Results - Gulf Coast Texas

#### How people rated their specialist

Survey (CAHPSTM2.0H) Results

Percentage who rated their specialist 6 or lower

Percentage who rated their specialist 7 or 8

Percentage who rated their specialist 9 or 10

The bar graphs show answers to a survey question that asked people to rate their specialist on a scale from:

**0** = "worst specialist possible" to **10** = "best specialist possible"

STATE AVERAGE	<b>14% 31% 55%</b>		
*Aetna US Healthcare, Inc. (Houston)	14% 30% 55%		
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	Not enough data to report on this Plan		
*CIGNA HealthCare of Texas, Inc. (Houston)	<b>12% 36% 52%</b>		
FIRSTCARE (Waco)	11% 31% 57%		
*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	<b>16% 26% 59%</b>		
*HMO Blue Texas (Houston)	16% 32% 52%		
Humana Health Plan of Texas (Houston)	18% 30% 52%		
MethodistCare (Southeast Texas)	<b>17% 31% 53%</b>		
One Health Plan of Texas, Inc. (Houston)	Not enough data to report on this Plan		
PacifiCare of Texas (Houston)	Not enough data to report on this Plan		
*Seton Health Plan (Austin)	<b>11%</b> 34% <b>55%</b>		
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	15% 28% 57%		

Due to rounding, percentages may not add up to 100%.

#### Getting care that is needed

Survey (CAHPSTM2.0H) Results

Percentage who said they had BIG problems getting care they needed Percentage who said they had SMALL problems getting care they needed Percentage who said they had

NO problems
getting care they needed

The bar graphs show answers to survey questions that asked people how much of a problem it was to:

- Find a personal doctor or nurse.
- Get a referral to a specialist that they wanted to see.
- Get the care they and their doctor believed necessary.
- Get care approved by the health plan without delays.

STATE AVERAGE	9% 19% 73%
*Aetna US Healthcare, Inc. (Houston)	<b>7%</b> 18% <b>75%</b>
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	Not enough data to report on this Plan
*CIGNA HealthCare of Texas, Inc. (Houston)	12% 21% 67%
FIRSTCARE (Waco)	8% 17% 75%
*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	12% 20% 69%
*HMO Blue Texas (Houston)	16% 23% 61%
Humana Health Plan of Texas (Houston)	14% 23% 63%
MethodistCare (Southeast Texas)	10% 19% <b>70%</b>
One Health Plan of Texas, Inc. (Houston)	Not enough data to report on this Plan
PacifiCare of Texas (Houston)	Not enough data to report on this Plan
*Seton Health Plan (Austin)	7% 24% 68%
$\textbf{*United Healthcare of Texas, Inc.} \ (\textbf{Corpus Christi/Houston})$	<b>5</b> 15% <b>79%</b>

Due to rounding, percentages may not add up to 100%.

# Survey (CAHPS™ 2.0H) Results - Gulf Coast Texas

#### Getting care without long waits

Survey (CAHPSTM2.0H) Results

Percentage who said they sometimes or never got care without long waits

Percentage who said they usually got care without long waits

Percentage who said they always got care without long waits

The bar graphs show answers to survey questions that asked people how often they:

- Got the help or advice they needed when they called the doctor's office during regular office hours.
- Got treatment as soon as they wanted when they were sick or injured.
- Got an appointment as soon as they wanted for regular or routine health care.
- Waited only 15 minutes or less past their appointment time to see the person they went to see.

STATE AVERAGE	24% 34% 42%
*Aetna US Healthcare, Inc. (Houston)	29% 29% 42%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	Not enough data to report on this Plan
*CIGNA HealthCare of Texas, Inc. (Houston)	24% 35% 41%
FIRSTCARE (Waco)	21% 35% 44%
*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	<b>27% 34% 39%</b>
*HMO Blue Texas (Houston)	30% 38% 32%
Humana Health Plan of Texas (Houston)	Not enough data to report on this Plan
MethodistCare (Southeast Texas)	29% 33% 38%
One Health Plan of Texas, Inc. (Houston)	Not enough data to report on this Plan
PacifiCare of Texas (Houston)	Not enough data to report on this Plan
*Seton Health Plan (Austin)	24% 34% 41%
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	Not enough data to report on this Plan

Due to rounding, percentages may not add up to 100%.

#### Handling of claims quickly and correctly

Survey (CAHPSTM2.0H) Results

Percentage who said their plan sometimes or never handled claims quickly and correctly Percentage who said their plan **usually** handled claims quickly and correctly

Percentage who said their plan **always** handled claims quickly and correctly

The bar graphs show answers to survey questions that asked people how often their health plan:

- Handled claims in a reasonable time.
- · Handled claims correctly.

STATE AVERAGE	19% 36% 45%
*Aetna US Healthcare, Inc. (Houston)	16% 34% 50%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	Not enough data to report on this Plan
*CIGNA HealthCare of Texas, Inc. (Houston)	21% 32% 47%
FIRSTCARE (Waco)	16% 36% 48%
*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	22% 35% 43%
*HMO Blue Texas (Houston)	31% 38% 32%
Humana Health Plan of Texas (Houston)	Not enough data to report on this Plan
MethodistCare (Southeast Texas)	32% 35% 33%
One Health Plan of Texas, Inc. (Houston)	Not enough data to report on this Plan
PacifiCare of Texas (Houston)	Not enough data to report on this Plan
*Seton Health Plan (Austin)	36% 36% 28%
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	17% 42% 41%

Due to rounding, percentages may not add up to 100%.

# Survey (CAHPS™ 2.0H) Results - Gulf Coast Texas

#### Efficiency and helpfulness of customer service

Survey (CAHPSTM2.0H) Results

Percentage who said they had
BIG problems
with customer service

Percentage who said they had SMALL problems with customer service Percentage who said they had NO problems with customer service

The bar graphs show answers to survey questions that asked people how much of a problem it was to:

- Get the help they needed when they called the health plan's customer service.
- Find or understand information in the written materials from their health plan.
- · Deal with paperwork.

STATE AVERAGE	10% 25% 65%
*Aetna US Healthcare, Inc. (Houston)	11% 23% 66%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	22% 27% 51%
*CIGNA HealthCare of Texas, Inc. (Houston)	11% 29% 60%
FIRSTCARE (Waco)	6% 22% <b>73</b> %
*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	11% 28% 61%
*HMO Blue Texas (Houston)	17% 29% <b>53</b> %
Humana Health Plan of Texas (Houston)	Not enough data to report on this Plan
MethodistCare (Southeast Texas)	10% 26% 64%
One Health Plan of Texas, Inc. (Houston)	Not enough data to report on this Plan
PacifiCare of Texas (Houston)	Not enough data to report on this Plan
*Seton Health Plan (Austin)	14% 34% 52%
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	13% 22% 65%

Due to rounding, percentages may not add up to 100%.

#### How well doctors communicate

Survey (CAHPSTM2.0H) Results

Percentage who said their doctors sometimes or never communicated well Percentage who said their doctors usually communicated well

Percentage who said their doctors always communicated well

The bar graphs show answers to survey questions that asked people how often their doctor or other health provider:

- Listened carefully to them.
- Explained things in a way they could understand.
- Showed respect for what they had to say.
- Spent enough time with them.

STATE AVERAGE	10%	32%	57%
*Aetna US Healthcare, Inc. (Houston)	12%	36%	53%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	12%	33%	55%
*CIGNA HealthCare of Texas, Inc. (Houston)	12%	36%	52%
FIRSTCARE (Waco)	7%	31%	61%
*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	11%	31%	57%
*HMO Blue Texas (Houston)	15%	38%	47%
<b>Humana Health Plan of Texas</b> (Houston)	11%	27%	63%
MethodistCare (Southeast Texas)	12%	36%	51%
One Health Plan of Texas, Inc. (Houston)	13%	26%	61%
PacifiCare of Texas (Houston)	14%	31%	55%
*Seton Health Plan (Austin)	9%	35%	56%
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	11%	36%	53%

Due to rounding, percentages may not add up to 100%.

# Survey (CAHPS™ 2.0H) Results - Gulf Coast Texas

#### Courtesy, respect and helpfulness of office staff

Survey (CAHPSTM2.0H) Results

Percentage who said office staff were sometimes or never courteous, respectful, and helpful Percentage who said office staff were usually courteous, respectful, and helpful Percentage who said office staff were always courteous, respectful, and helpful

The bar graphs show answers to survey questions that asked people how often the office staff at their doctor's office:

- Treated them with courtesy and respect.
- Were as helpful as they should be.

STATE AVERAGE	10%	28%	62%
*Aetna US Healthcare, Inc. (Houston)	8%	35%	58%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	<b>10%</b>	31%	59%
*CIGNA HealthCare of Texas, Inc. (Houston)	<b>10%</b>	31%	59%
FIRSTCARE (Waco)	4 2	7%	69%
*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	11%	31%	59%
*HMO Blue Texas (Houston)	12%	36%	53%
<b>Humana Health Plan of Texas (Houston)</b>	13%	23%	64%
MethodistCare (Southeast Texas)	12%	33%	55%
One Health Plan of Texas, Inc. (Houston)	13%	22%	65%
PacifiCare of Texas (Houston)	9%	27%	63%
*Seton Health Plan (Austin)	8%	33%	59%
$\textbf{*UnitedHealthcare of Texas, Inc.} \ (\textbf{Corpus Christi/Houston})$	9%	33%	58%

Due to rounding, percentages may not add up to 100%.

#### Response rate for all plans in the survey

Response rate = (completed surveys / [total sample – ineligible])

#### **State Average = 34%**

Aetna US Healthcare, Inc. (Houston)	26%
Aetna US Healthcare, Inc. (San Antonio)	31%
Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	34%
AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/Houston/San Antonio)	23%
Amil International, Inc. (Austin)	44%
CIGNA HealthCare of Texas, I Inc. (Dallas)	35%
CIGNA HealthCare of Texas, Inc. (Houston)	29%
Community First Health Plans, Inc. (San Antonio)	34%
FIRSTCARE (Abilene)	41%
FIRSTCARE (Amarillo)	41%
FIRSTCARE (Lubbock)	42%
FIRSTCARE (Waco)	42%
Heritage Health Plans (Tyler)	32%
HMO Blue Texas (Abilene/Midland/San Angelo)	38%
HMO Blue Texas (Austin)	40%
HMO Blue Texas (Beaumont/Lufkin)	38%
HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	35%
HMO Blue Texas (Dallas/Ft Worth)	29%
HMO Blue Texas (El Paso)	40%
HMO Blue Texas (Houston)	34%
HMO Blue Texas (Lubbock)	38%
HMO Blue Texas (Tyler)	37%
Humana Health Plan of Texas (Austin)	38%
Humana Health Plan of Texas (Corpus Christi)	32%
Humana Health Plan of Texas (Houston)	24%
Humana Health Plan of Texas (San Antonio)	40%
Mercy Health Plans (Laredo)	27%
MethodistCare (Southeast Texas)	33%
One Health Plan of Texas, Inc. (Austin)	18%
One Health Plan of Texas, Inc. (Dallas)	22%
One Health Plan of Texas, Inc. (Houston)	15%
PacifiCare of Texas (Austin)	41%
PacifiCare of Texas (Dallas)	32%
PacifiCare of Texas (Houston)	21%
PacifiCare of Texas (San Antonio)	42%
Parkland Community Health Plan (Northeast Texas)	39%
Scott and White Health Plan (Central Texas)	58%
Seton Health Plan (Austin)	36%
UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	28%
UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	27%
UnitedHealthcare of Texas, Inc. (Dallas)	28%
Valley Health Plans (Harlingen)	34%

### Survey (CAHPSTM 2.0H) Results for

### **North Texas Plans**

The counties included in the North Texas area are:

Collin Fannin Navarro Wise Cooke Grayson **Palo Pinto** Dallas Hood **Parker** Rockwall **Denton Hunt Erath** Johnson Somervell Ellis Kaufman Tarrant



While analysis of the consumer survey was performed for all commercial health maintenance organizations (HMOs) in Texas, only the results for the plans that provide services in the North Texas area are featured in this section of the report.

Not all HMOs provide services in each county listed here. HMOs whose service area is mainly in another region of the state are included in this section if their service area extends into at least one county in the North Texas region. The city/area shown after the name of each HMO indicates its main area of service. Contact plans directly for details on the areas they serve.

If your HMO is not included in the following section, it may be exempt from participating in the survey due to its low enrollment or its short time of participation in the Texas commercial HMO market during 2001.

#### How people rated their health plan

Survey (CAHPSTM2.0H) Results

Percentage who rated their plan 6 or lower

Percentage who rated their plan 7 or 8

Percentage who rated their plan 9 or 10

The bar graphs show answers to a survey question that asked people to rate their health plan on a scale from:

**0** = "worst health plan possible" to **10** = "best health plan possible"

STATE AVERAGE	25%	37%	38%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	27%	36%	37%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	42%	31%	27%
*CIGNA HealthCare of Texas, Inc. (Dallas)	24%	39%	38%
FIRSTCARE (Waco)	23%	35%	41%
*HMO Blue Texas (Abilene/Midland/San Angelo)	23%	39%	38%
*HMO Blue Texas (Dallas/Ft Worth)	24%	42%	34%
One Health Plan of Texas, Inc. (Dallas)	33%	35%	32%
PacifiCare of Texas (Dallas)	40%	34%	26%
*Parkland Community Health Plan (Northeast Texas)	20%	39%	41%
Scott and White Health Plan (Central Texas)	10% 28%		62%
*UnitedHealthcare of Texas, Inc. (Dallas)	19%	42%	39%

Due to rounding, percentages may not add up to 100%.

# Survey (CAHPS™ 2.0H) Results - North Texas

#### How people rated their health care

Survey (CAHPSTM2.0H) Results

Percentage who rated their care 6 or lower

Percentage who rated their care **7 or 8** 

Percentage who rated their care 9 or 10

The bar graphs show answers to a survey question that asked people to **rate their health care** they received from all doctors and other health providers on a scale from:

**0** = "worst health care possible" to **10** = "best health care possible"

STATE AVERAGE	16%	37%	47%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	13%	36%	51%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	18%	43%	40%
*CIGNA HealthCare of Texas, Inc. (Dallas)	13%	39%	47%
FIRSTCARE (Waco)	10%	36%	54%
*HMO Blue Texas (Abilene/Midland/San Angelo)	14%	36%	49%
*HMO Blue Texas (Dallas/Ft Worth)	18%	42%	41%
One Health Plan of Texas, Inc. (Dallas)	19%	35%	45%
PacifiCare of Texas (Dallas)	19%	32%	49%
*Parkland Community Health Plan (Northeast Texas)	17%	41%	42%
Scott and White Health Plan (Central Texas)	<b>7</b> %	31%	62%
*UnitedHealthcare of Texas, Inc. (Dallas)	11%	36%	53%

Due to rounding, percentages may not add up to 100%.

#### How people rated their doctor or nurse

Survey (CAHPSTM2.0H) Results

Percentage who rated their doctor or nurse
6 or lower

Percentage who rated their doctor or nurse **7 or 8** 

Percentage who rated their doctor or nurse
9 or 10

The bar graphs show answers to a survey question that asked people to rate their doctor or nurse on a scale from:

**0** = "worst personal doctor or nurse possible" to **10** = "best personal doctor or nurse possible"

STATE AVERAGE	15%	35%	51%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	13%	35%	52%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	16%	35%	49%
*CIGNA HealthCare of Texas, Inc. (Dallas)	15%	40%	44%
FIRSTCARE (Waco)	10%	32%	57%
*HMO Blue Texas (Abilene/Midland/San Angelo)	17%	34%	50%
*HMO Blue Texas (Dallas/Ft Worth)	15%	37%	49%
One Health Plan of Texas, Inc. (Dallas)	19%	37%	44%
PacifiCare of Texas (Dallas)	18%	35%	46%
*Parkland Community Health Plan (Northeast Texas)	16%	36%	48%
Scott and White Health Plan (Central Texas)	8%	30%	62%
*UnitedHealthcare of Texas, Inc. (Dallas)	12%	35%	53%

Due to rounding, percentages may not add up to 100%.

# Survey (CAHPS™ 2.0H) Results - North Texas

#### How people rated their specialist

Survey (CAHPSTM2.0H) Results

Percentage who rated their specialist 6 or lower

Percentage who rated their specialist 7 or 8

Percentage who rated their specialist 9 or 10

The bar graphs show answers to a survey question that asked people to rate their specialist on a scale from:

**0** = "worst specialist possible" to **10** = "best specialist possible"

CTATE AVEDACE

<b>14%</b> 31% <b>55%</b>
<b>11%</b> 31% <b>58%</b>
14% 34% 53%
<b>11% 31% 57%</b>
<b>14% 31% 55%</b>
22% 29% 50%
22% 29% 50%
22% 29% 50%  Not enough data to report on this Plan
22%         29%         50%           Not enough data to report on this Plan           18%         26%         57%
, ) )

Due to rounding, percentages may not add up to 100%.

#### Getting care that is needed

Survey (CAHPSTM 2.0H) Results

Percentage who said they had BIG problems getting care they needed Percentage who said they had SMALL problems getting care they needed Percentage who said they had

NO problems
getting care they needed

The bar graphs show answers to survey questions that asked people how much of a problem it was to:

- Find a personal doctor or nurse.
- Get a referral to a specialist that they wanted to see.
- Get the care they and their doctor believed necessary.
- Get care approved by the health plan without delays.

STATE AVERAGE	9% 19% 73%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	9% 18% 73%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	Not enough data to report on this Plan
*CIGNA HealthCare of Texas, Inc. (Dallas)	9% 19% <b>72</b> %
FIRSTCARE (Waco)	<b>8%</b> 17% <b>75%</b>
*HMO Blue Texas (Abilene/Midland/San Angelo)	<b>6%</b> 20% <b>73%</b>
*HMO Blue Texas (Dallas/Ft Worth)	8% 20% 73%
One Health Plan of Texas, Inc. (Dallas)	Not enough data to report on this Plan
PacifiCare of Texas (Dallas)	12% 24% 63%
*Parkland Community Health Plan (Northeast Texas)	Not enough data to report on this Plan
Scott and White Health Plan (Central Texas)	413% 83%
*UnitedHealthcare of Texas, Inc. (Dallas)	5 15% 81%

Due to rounding, percentages may not add up to 100%.

# Survey (CAHPS™ 2.0H) Results - North Texas

#### Getting care without long waits

Survey (CAHPSTM2.0H) Results

Percentage who said they sometimes or never got care without long waits

Percentage who said they usually got care without long waits

Percentage who said they **always** got care without long waits

The bar graphs show answers to survey questions that asked people how often they:

- Got the help or advice they needed when they called the doctor's office during regular office hours.
- Got treatment as soon as they wanted when they were sick or injured.
- Got an appointment as soon as they wanted for regular or routine health care.
- Waited only 15 minutes or less past their appointment time to see the person they went to see.

STATE AVERAGE	24%	34%	42%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	22%	34%	44%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	Not eno	ough data to repor	t on this Plan
*CIGNA HealthCare of Texas, Inc. (Dallas)	22%	33%	45%
FIRSTCARE (Waco)	21%	35%	44%
*HMO Blue Texas (Abilene/Midland/San Angelo)	20%	36%	45%
*HMO Blue Texas (Dallas/Ft Worth)	22%	33%	45%
One Health Plan of Texas, Inc. (Dallas)	Not eno	ough data to repor	t on this Plan
PacifiCare of Texas (Dallas)	27%	33%	40%
*Parkland Community Health Plan (Northeast Texas)	36%	31%	34%
Scott and White Health Plan (Central Texas)	16%	35%	49%
*UnitedHealthcare of Texas, Inc. (Dallas)	22%	33%	45%

Due to rounding, percentages may not add up to 100%.

#### Handling of claims quickly and correctly

Survey (CAHPSTM2.0H) Results

Percentage who said their plan sometimes or never handled claims quickly and correctly Percentage who said their plan **usually** handled claims quickly and correctly

Percentage who said their plan **always** handled claims quickly and correctly

The bar graphs show answers to survey questions that asked people how often their health plan:

- Handled claims in a reasonable time.
- · Handled claims correctly.

STATE AVERAGE	19%	36%	45%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	22%	41%	37%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	Not enou	igh data to report	on this Plan
*CIGNA HealthCare of Texas, Inc. (Dallas)	18%	35%	46%
FIRSTCARE (Waco)	16%	86%	48%
*HMO Blue Texas (Abilene/Midland/San Angelo)	16%	44%	41%
*HMO Blue Texas (Dallas/Ft Worth)	19%	37%	44%
One Health Plan of Texas, Inc. (Dallas)	21%	34%	45%
PacifiCare of Texas (Dallas)	33%	33%	34%
*Parkland Community Health Plan (Northeast Texas)	21%	35%	44%
Scott and White Health Plan (Central Texas)	<b>7%</b> 24%	69	9%
*UnitedHealthcare of Texas, Inc. (Dallas)	14% 3	37%	48%

Due to rounding, percentages may not add up to 100%.

# Survey (CAHPS™ 2.0H) Results - North Texas

#### Efficiency and helpfulness of customer service

Survey (CAHPSTM2.0H) Results

Percentage who said they had BIG problems with customer service Percentage who said they had SMALL problems with customer service Percentage who said they had

NO problems

with customer service

The bar graphs show answers to survey questions that asked people how much of a problem it was to:

- Get the help they needed when they called the health plan's customer service.
- Find or understand information in the written materials from their health plan.
- · Deal with paperwork.

STATE AVERAGE	10% 25% 65%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	9% 28% 63%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	22% 27% 51%
*CIGNA HealthCare of Texas, Inc. (Dallas)	9% 22% 69%
FIRSTCARE (Waco)	6% 22% <b>73%</b>
*HMO Blue Texas (Abilene/Midland/San Angelo)	10% 28% 61%
*HMO Blue Texas (Dallas/Ft Worth)	11% 26% <b>63%</b>
One Health Plan of Texas, Inc. (Dallas)	Not enough data to report on this Plan
PacifiCare of Texas (Dallas)	16% 26% 58%
*Parkland Community Health Plan (Northeast Texas)	Not enough data to report on this Plan
Scott and White Health Plan (Central Texas)	4 18% 78%
*UnitedHealthcare of Texas, Inc. (Dallas)	10% 24% 65%

Due to rounding, percentages may not add up to 100%.

#### How well doctors communicate

Survey (CAHPSTM2.0H) Results

Percentage who said their doctors sometimes or never communicated well Percentage who said their doctors usually communicated well

Percentage who said their doctors always communicated well

The bar graphs show answers to survey questions that asked people how often their doctor or other health provider:

- Listened carefully to them.
- Explained things in a way they could understand.
- · Showed respect for what they had to say.
- Spent enough time with them.

STATE AVERAGE	10%	32%	57%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	11%	34%	55%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	12%	33%	55%
*CIGNA HealthCare of Texas, Inc. (Dallas)	6%	35%	59%
FIRSTCARE (Waco)	7%	31%	61%
*HMO Blue Texas (Abilene/Midland/San Angelo)	9%	34%	57%
*HMO Blue Texas (Dallas/Ft Worth)	9%	36%	54%
One Health Plan of Texas, Inc. (Dallas)	12%	31%	56%
PacifiCare of Texas (Dallas)	11%	33%	56%
*Parkland Community Health Plan (Northeast Texas)	13%	36%	51%
Scott and White Health Plan (Central Texas)	<b>7</b> %	28%	65%
*UnitedHealthcare of Texas, Inc. (Dallas)	6%	37%	57%

Due to rounding, percentages may not add up to 100%.

<sup>\*</sup>Includes HMO & POS products. (See page 5 for explanation.)

# Survey (CAHPS™ 2.0H) Results - North Texas

#### Courtesy, respect and helpfulness of office staff

Survey (CAHPSTM2.0H) Results

Percentage who said office staff were sometimes or never courteous, respectful, and helpful

Percentage who said office staff were usually courteous, respectful, and helpful Percentage who said office staff were always courteous, respectful, and helpful

The bar graphs show answers to survey questions that asked people how often the office staff at their doctor's office:

- Treated them with courtesy and respect.
- Were as helpful as they should be.

STATE AVERAGE	10% 28%	62%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	12% 29%	60%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	10% 31%	59%
*CIGNA HealthCare of Texas, Inc. (Dallas)	10% 26%	65%
FIRSTCARE (Waco)	4 27%	69%
*HMO Blue Texas (Abilene/Midland/San Angelo)	8% 29%	63%
*HMO Blue Texas (Dallas/Ft Worth)	7% 27%	66%
One Health Plan of Texas, Inc. (Dallas)	13% 27%	61%
PacifiCare of Texas (Dallas)	9% 27%	64%
*Parkland Community Health Plan (Northeast Texas)	16% 33%	51%
Scott and White Health Plan (Central Texas)	7% 25%	68%
*UnitedHealthcare of Texas, Inc. (Dallas)	7% 34%	59%

Due to rounding, percentages may not add up to 100%.

#### Response rate for all plans in the survey

Response rate = (completed surveys / [total sample – ineligible])

#### **State Average = 34%**

A ( 110.11 ld	0001
Aetna US Healthcare, Inc. (Houston)	26%
Aetna US Healthcare, Inc. (San Antonio)	31%
Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	34%
AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/Houston/San Antonio)	23%
Amil International, Inc. (Austin)	44%
CIGNA HealthCare of Texas, Inc. (Dallas)	35%
CIGNA HealthCare of Texas, Inc. (Houston)	29%
Community First Health Plans, Inc. (San Antonio)	34%
FIRSTCARE (Abilene)	41%
FIRSTCARE (Amarillo)	41%
FIRSTCARE (Lubbock)	42%
FIRSTCARE (Waco)	42%
Heritage Health Plans (Tyler)	32%
HMO Blue Texas (Abilene/Midland/San Angelo)	38%
HMO Blue Texas (Austin)	40%
HMO Blue Texas (Beaumont/Lufkin)	38%
HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	35%
HMO Blue Texas (Dallas/Ft Worth)	29%
HMO Blue Texas (El Paso)	40%
HMO Blue Texas (Houston)	34%
HMO Blue Texas (Lubbock)	38%
HMO Blue Texas (Tyler)	37%
Humana Health Plan of Texas (Austin)	38%
Humana Health Plan of Texas (Corpus Christi)	32%
Humana Health Plan of Texas (Houston)	24%
Humana Health Plan of Texas (San Antonio)	40%
Mercy Health Plans (Laredo)	27%
MethodistCare (Southeast Texas)	33%
One Health Plan of Texas, Inc. (Austin)	18%
One Health Plan of Texas, Inc. (Dallas)	22%
One Health Plan of Texas, Inc. (Houston)	15%
PacifiCare of Texas (Austin)	41%
PacifiCare of Texas (Dallas)	32%
PacifiCare of Texas (Houston)	21%
PacifiCare of Texas (San Antonio)	42%
Parkland Community Health Plan (Northeast Texas)	39%
Scott and White Health Plan (Central Texas)	58%
Seton Health Plan (Austin)	36%
UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	28%
UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	27%
UnitedHealthcare of Texas, Inc. (Dallas)	28%
Valley Health Plans (Harlingen)	34%

### Survey (CAHPSTM 2.0H) Results for

### Panhandle/Plains Texas Plans

#### The counties included in the Panhandle/Plains Texas area are:

Andrews	Br
Archer	Br
Armstrong	Ca
Bailey	Ca
Baylor	Ca
Borden	Cl

Briscoe Brown Callahan Carson Castro Childress Clay Cochran
Coke
Coleman
Collingsworth
Comanche
Concho
Cottle

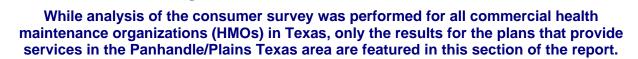
Crane
Crockett
Crosby
Dallam
Dawson
Deaf Smith
Dickens

**Donley Eastland Ector Fisher** Floyd **Foard** Gaines Garza Glasscock Gray Hale Hall Hansford Hardeman Hartley Haskell Hemphill **Hockley Howard** Mitchell

**Hutchinson Montague** Irion Moore Jack Motley **Jones** Nolan Kent **Ochiltree Kimble Oldham** King **Parmer Knox Pecos** Lamb **Potter** Lipscomb Randall Loving Reagan Lubbock Reeves Lynn **Roberts** Martin Runnels **Schleicher** Mason McCulloch Scurry Menard **Shackelford** Midland Sherman

**Stephens** 

Sterling **Stonewall** Sutton **Swisher Taylor Terrell Terry Throckmorton Tom Green** Upton Ward Wheeler **Wichita** Wilbarger Winkler Yoakum Young



Not all HMOs provide services in each county listed here. HMOs whose service area is mainly in another region of the state are included in this section if their service area extends into at least one county in the Panhandle/Plains Texas region. The city/area shown after the name of each HMO indicates its main area of service. Contact plans directly for details on the areas they serve.

If your HMO is not included in the following section, it may be exempt from participating in the survey due to its low enrollment or its short time of participation in the Texas commercial HMO market during 2001.

#### How people rated their health plan

Survey (CAHPSTM2.0H) Results

Percentage who rated their plan 6 or lower

Percentage who rated their plan **7 or 8** 

Percentage who rated their plan **9 or 10** 

The bar graphs show answers to a survey question that asked people to rate their health plan on a scale from:

 $\mathbf{0}$  = "worst health plan possible" to  $\mathbf{10}$  = "best health plan possible"

STATE AVERAGE	25%	37%	38%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	27%	36%	37%
*CIGNA HealthCare of Texas, Inc. (Dallas)	24%	39%	38%
FIRSTCARE (Abilene)	19%	36%	45%
FIRSTCARE (Amarillo)	26%	38%	36%
FIRSTCARE (Lubbock)	400/	400/	000/
PIRSTCARE (Lubbock)	19%	43%	38%
*HMO Blue Texas (Abilene/Midland/San Angelo)	23%	39%	38%
TITLE Dide Tends (Honer, Manna, pan Hingero)	2570	<b>33</b> 70	3070
*HMO Blue Texas (Dallas/Ft Worth)	24%	42%	34%
*HMO Blue Texas (Lubbock)	29%	39%	32%

Due to rounding, percentages may not add up to 100%.

### How people rated their health care Survey (CAHPSTM2.0H) Results

Percentage who rated their care 6 or lower

Percentage who rated their care **7 or 8** 

Percentage who rated their care 9 or 10

The bar graphs show answers to a survey question that asked people to rate their health care they received from all doctors and other health providers on a scale from:

**0** = "worst health care possible" to **10** = "best health care possible"

STATE AVERAGE	16%	37%	47%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	13%	36%	51%
*CIGNA HealthCare of Texas, Inc. (Dallas)	13%	39%	47%
FIRSTCARE (Abilene)	12%	35%	52%
FIRSTCARE (Amarillo)	13%	44%	43%
FIRSTCARE (Lubbock)	9%	37%	54%
*HMO Blue Texas (Abilene/Midland/San Angelo)	14%	36%	49%
*HMO Blue Texas (Dallas/Ft Worth)	18%	42%	41%
*HMO Blue Texas (Lubbock)	14%	35%	50%

Due to rounding, percentages may not add up to 100%.

#### How people rated their doctor or nurse

Survey (CAHPSTM2.0H) Results

Percentage who rated their doctor or nurse

6 or lower

Percentage who rated their doctor or nurse 7 or 8

Percentage who rated their doctor or nurse
9 or 10

The bar graphs show answers to a survey question that asked people to rate their doctor or nurse on a scale from:

**0** = "worst personal doctor or nurse possible" to **10** = "best personal doctor or nurse possible"

STATE AVERAGE	15%	35%	51%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	13%	35%	52%
*CIGNA HealthCare of Texas, Inc. (Dallas)	15%	40%	44%
FIRSTCARE (Abilene)	11%	36%	53%
FIRSTCARE (Amarillo)	15%	37%	48%
FIRSTCARE (Lubbock)	12%	34%	55%
*HMO Blue Texas (Abilene/Midland/San Angelo)	17%	34%	50%
*HMO Blue Texas (Dallas/Ft Worth)	15%	37%	49%
*HMO Blue Texas (Lubbock)	11%	39%	50%

Due to rounding, percentages may not add up to 100%.

#### How people rated their specialist

Survey (CAHPSTM2.0H) Results

Percentage who rated their specialist 6 or lower

Percentage who rated their specialist 7 or 8

Percentage who rated their specialist 9 or 10

The bar graphs show answers to a survey question that asked people to rate their specialist on a scale from:

**0** = "worst specialist possible" to **10** = "best specialist possible"

STATE AVERAGE	14% 31%	55%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	11% 31%	58%
*CIGNA HealthCare of Texas, Inc. (Dallas)	14% 34%	53%
FIRSTCARE (Abilene)	11% 31%	58%
FIRSTCARE (Amarillo)	14% 33%	54%
FIRSTCARE (Lubbock)	9% 31%	60%
*HMO Blue Texas (Abilene/Midland/San Angelo)	14% 31%	55%
*HMO Blue Texas (Dallas/Ft Worth)	22% 29%	50%
*HMO Blue Texas (Lubbock)	10% 34%	55%

Due to rounding, percentages may not add up to 100%.

#### Getting care that is needed

Survey (CAHPSTM2.0H) Results

Percentage who said they had BIG problems getting care they needed

Percentage who said they had SMALL problems getting care they needed Percentage who said they had

NO problems
getting care they needed

The bar graphs show answers to survey questions that asked people how much of a problem it was to:

- Find a personal doctor or nurse.
- Get a referral to a specialist that they wanted to see.
- Get the care they and their doctor believed necessary.
- Get care approved by the health plan without delays.

STATE AVERAGE	9 19%	73%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	9 18%	73%
*CIGNA HealthCare of Texas, Inc. (Dallas)	9 19%	<b>72</b> %
FIRSTCARE (Abilene)	5 15%	80%
FIRSTCARE (Amarillo)	<b>7</b> % 19%	73%
FIRSTCARE (Lubbock)	415%	82%
*HMO Blue Texas (Abilene/Midland/San Angelo)	6% 20%	73%
*HMO Blue Texas (Dallas/Ft Worth)	8 20%	73%
*HMO Blue Texas (Lubbock)	10 19%	70%

Due to rounding, percentages may not add up to 100%.

### Getting care without long waits

Survey (CAHPSTM2.0H) Results

Percentage who said they sometimes or never got care without long waits

Percentage who said they **usually** got care without long waits

Percentage who said they always got care without long waits

The bar graphs show answers to survey questions that asked people how often they:

- Got the help or advice they needed when they called the doctor's office during regular office hours.
- Got treatment as soon as they wanted when they were sick or injured.
- Got an appointment as soon as they wanted for regular or routine health care.
- Waited only 15 minutes or less past their appointment time to see the person they went to see.

STATE AVERAGE	24%	34%	42%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	22%	34%	44%
*CIGNA HealthCare of Texas, Inc. (Dallas)	22%	33%	45%
FIRSTCARE (Abilene)	22%	31%	47%
FIRSTCARE (Amarillo)	21%	36%	43%
FIRSTCARE (Lubbock)	18%	34%	48%
*HMO Blue Texas (Abilene/Midland/San Angelo)	20%	36%	45%
*HMO Blue Texas (Dallas/Ft Worth)	22%	33%	45%
*HMO Blue Texas (Lubbock)	22%	34%	44%

Due to rounding, percentages may not add up to 100%.

#### Handling of claims quickly and correctly

Survey (CAHPSTM2.0H) Results

Percentage who said their plan sometimes or never handled claims quickly and correctly Percentage who said their plan **usually** handled claims quickly and correctly

Percentage who said their plan **always** handled claims quickly and correctly

The bar graphs show answers to survey questions that asked people how often their health plan:

- Handled claims in a reasonable time.
- · Handled claims correctly.

STATE AVERAGE	19%	36%	45%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	22%	41%	37%
*CIGNA HealthCare of Texas, Inc. (Dallas)	18%	35%	46%
FIRSTCARE (Abilene)	11%	31%	58%
FIRSTCARE (Amarillo)	9%	37%	53%
FIRSTCARE (Lubbock)	8%	40%	51%
*HMO Blue Texas (Abilene/Midland/San Angelo)	16%	44%	41%
*HMO Blue Texas (Dallas/Ft Worth)	19%	37%	44%
*HMO Blue Texas (Lubbock)	19%	33%	48%

Due to rounding, percentages may not add up to 100%.

## Survey (CAHPS™ 2.0H) Results - Panhandle/Plains Texas

### Efficiency and helpfulness of customer service

Survey (CAHPSTM 2.0H) Results

Percentage who said they had BIG problems with customer service Percentage who said they had SMALL problems with customer service Percentage who said they had NO problems with customer service

The bar graphs show answers to survey questions that asked people how much of a problem it was to:

- Get the help they needed when they called the health plan's customer service.
- Find or understand information in the written materials from their health plan.
- · Deal with paperwork.

STATE AVERAGE	10% 25%	65%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	9% 28%	63%
*CIGNA HealthCare of Texas, Inc. (Dallas)	9% 22%	69%
FIRSTCARE (Abilene)	4 19%	76%
FIRSTCARE (Amarillo)	6 24%	70%
FIRSTCARE (Lubbock)	5 19%	76%
*HMO Blue Texas (Abilene/Midland/San Angelo)	<b>10%</b> 28%	61%
*HMO Blue Texas (Dallas/Ft Worth)	11% 26%	63%
*HMO Blue Texas (Lubbock)	13% 29%	58%

Due to rounding, percentages may not add up to 100%.

### How well doctors communicate

Survey (CAHPSTM2.0H) Results

Percentage who said their doctors sometimes or never communicated well Percentage who said their doctors usually communicated well

Percentage who said their doctors always communicated well

The bar graphs show answers to survey questions that asked people how often their doctor or other health provider:

- Listened carefully to them.
- Explained things in a way they could understand.
- Showed respect for what they had to say.
- Spent enough time with them.

STATE AVERAGE	<b>10% 32%</b>	57%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	11% 34%	55%
*CIGNA HealthCare of Texas, Inc. (Dallas)	6% 35%	59%
FIRSTCARE (Abilene)	7% 33%	60%
FIRSTCARE (Amarillo)	7% 36%	58%
FIRSTCARE (Lubbock)	7% 31%	62%
*HMO Blue Texas (Abilene/Midland/San Angelo)	9% 34%	57%
*HMO Blue Texas (Dallas/Ft Worth)	9% 36%	54%
*HMO Blue Texas (Lubbock)	<mark>8%</mark> 32%	60%

Due to rounding, percentages may not add up to 100%.

### Courtesy, respect and helpfulness of office staff

Survey (CAHPSTM2.0H) Results

Percentage who said office staff were sometimes or never courteous, respectful, and helpful

Percentage who said office staff were usually courteous, respectful, and helpful Percentage who said office staff were always courteous, respectful, and helpful

The bar graphs show answers to survey questions that asked people how often the office staff at their doctor's office:

- Treated them with courtesy and respect.
- Were as helpful as they should be.

STATE AVERAGE	10% 28%	62%
*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	12% 29%	60%
*CIGNA HealthCare of Texas, Inc. (Dallas)	10% 26%	65%
FIRSTCARE (Abilene)	7% 27%	66%
FIRSTCARE (Amarillo)	9% 28%	63%
FIRSTCARE (Lubbock)	<mark>7%</mark> 28%	65%
*HMO Blue Texas (Abilene/Midland/San Angelo)	8% 29%	63%
*HMO Blue Texas (Dallas/Ft Worth)	7% 27%	66%
*HMO Blue Texas (Lubbock)	9% 24%	68%

Due to rounding, percentages may not add up to 100%.

### Response rate for all plans in the survey

Response rate = (completed surveys / [total sample – ineligible])

### **State Average = 34%**

Aetna US Healthcare, Inc. (Houston)	26%
Aetna US Healthcare, Inc. (San Antonio)	31%
Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	34%
AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/Houston/San Antonio)	23%
Amil International, Inc. (Austin)	44%
CIGNA HealthCare of Texas, Inc. (Dallas)	35%
CIGNA HealthCare of Texas, Inc. (Houston)	29%
Community First Health Plans, Inc. (San Antonio)	34%
FIRSTCARE (Abilene)	41%
FIRSTCARE (Amarillo)	41%
FIRSTCARE (Lubbock)	42%
FIRSTCARE (Waco)	42%
Heritage Health Plans (Tyler)	32%
HMO Blue Texas (Abilene/Midland/San Angelo)	38%
HMO Blue Texas (Austin)	40%
HMO Blue Texas (Beaumont/Lufkin)	38%
HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	35%
HMO Blue Texas (Dallas/Ft Worth)	29%
HMO Blue Texas (El Paso)	40%
HMO Blue Texas (Houston)	34%
HMO Blue Texas (Lubbock)	38%
HMO Blue Texas (Tyler)	37%
Humana Health Plan of Texas (Austin)	38%
Humana Health Plan of Texas (Corpus Christi)	32%
Humana Health Plan of Texas (Houston)	24%
Humana Health Plan of Texas (San Antonio)	40%
Mercy Health Plans (Laredo)	27%
MethodistCare (Southeast Texas)	33%
One Health Plan of Texas, Inc. (Austin)	18%
One Health Plan of Texas, Inc. (Dallas)	22%
One Health Plan of Texas, Inc. (Houston)	15%
PacifiCare of Texas (Austin)	41%
PacifiCare of Texas (Dallas)	32%
PacifiCare of Texas (Houston)	21%
PacifiCare of Texas (San Antonio)	42%
Parkland Community Health Plan (Northeast Texas)	39%
Scott and White Health Plan (Central Texas)	58%
Seton Health Plan (Austin)	36%
UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	28%
UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	27%
UnitedHealthcare of Texas, Inc. (Dallas)	28%
Valley Health Plans (Harlingen)	34%

### Survey (CAHPSTM 2.0H) Results for

### **South Texas Plans**

### The counties included in the South Texas area are:

Aransas	Cameron	Gillespie	Jim Wells	La Salle	Real	Webb
Atascosa	Comal	Goliad	Karnes	Lavaca	Refugio	Willacy
Bandera	De Witt	Gonzales	Kendall	Live Oak	San Patricio	Wilson
Bee	Dimmitt	Guadalupe	Kenedy	Maverick	Starr	Zapata
Bexar	Duval	Hidalgo	Kerr	McMullen	Uvalde	Zavala
Brooks	<b>Edwards</b>	Jackson	Kinney	Medina	Val Verde	
Calhoun	Frio	Jim Hogg	Kleberg	Nueces	Victoria	



While analysis of the consumer survey was performed for all commercial health maintenance organizations (HMOs) in Texas, only the results for the plans that provide services in the South Texas area are featured in this section of the report.

Not all HMOs provide services in each county listed here. HMOs whose service area is mainly in another region of the state are included in this section if their service area extends into at least one county in the South Texas region. The city/area shown after the name of each HMO indicates its main area of service. Contact plans directly for details on the areas they serve.

If your HMO is not included in the following section, it may be exempt from participating in the survey due to its low enrollment or its short time of participation in the Texas commercial HMO market during 2001.

### How people rated their health plan

Survey (CAHPSTM2.0H) Results

Percentage who rated their plan 6 or lower

Percentage who rated their plan **7 or 8** 

Percentage who rated their plan 9 or 10

The bar graphs show answers to a survey question that asked people to rate their health plan on a scale from:

**0** = "worst health plan possible" to **10** = "best health plan possible"

STATE AVERAGE	<b>25% 37% 38%</b>
*Aetna US Healthcare, Inc. (San Antonio)	27% 38% 36%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	42% 31% 27%
*CIGNA HealthCare of Texas, Inc. (Houston)	<b>25</b> % <b>39</b> % <b>36</b> %
Community First Health Plans, Inc. (San Andonio)	23% 33% 44%
*HMO Blue Texas (Abilene/Midland/San Angelo)	<b>23</b> % <b>39</b> % <b>38</b> %
*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	30% 32% 38%
Humana Health Plan of Texas (Corpus Christi)	25% 43% 32%
Humana Health Plan of Texas (San Antonio)	23% 37% 41%
Mercy Health Plans (Laredo)	13% 32% 56%
MethodistCare (Southeast Texas)	<b>29% 38% 33%</b>
One Health Plan of Texas, Inc. (Austin)	28% 40% 32%
PacifiCare of Texas (San Antonio)	24% 33% 43%
*Seton Health Plan (Austin)	40% 37% 23%
*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	26% 42% 32%
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	20% 40% 40%
Valley Health Plans (Harlingen)	<b>16%</b> 31% <b>53%</b>

Due to rounding, percentages may not add up to 100%.

## Survey (CAHPSTM 2.0H) Results - South Texas

### How people rated their health care

Survey (CAHPSTM2.0H) Results

Percentage who rated their care 6 or lower

Percentage who rated their care **7 or 8** 

Percentage who rated their care 9 or 10

The bar graphs show answers to a survey question that asked people to **rate their health care** they received from all doctors and other health providers on a scale from:

**0** = "worst health care possible" to **10** = "best health care possible"

STATE AVERAGE	16%	37%	47%
*Aetna US Healthcare, Inc. (San Antonio)	17%	43%	44%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	18%	43%	40%
*CIGNA HealthCare of Texas, Inc. (Houston)	20%	38%	42%
Community First Health Plans, Inc. (San Antonio)	14%	32%	55%
*HMO Blue Texas (Abilene/Midland/San Angelo)	14%	36%	49%
*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	19%	34%	46%
Humana Health Plan of Texas (Corpus Christi)	17%	40%	43%
Humana Health Plan of Texas (San Antonio)	18%	33%	49%
Mercy Health Plans (Laredo)	13%	31%	56%
MethodistCare (Southeast Texas)	16%	41%	43%
One Health Plan of Texas, Inc. (Austin)	16%	39%	45%
PacifiCare of Texas (San Antonio)	20%	32%	48%
*Seton Health Plan (Austin)	13%	45%	41%
*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	15%	41%	44%
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	15%	39%	46%
Valley Health Plans (Harlingen)	11%	29%	60%

Due to rounding, percentages may not add up to 100%.

### How people rated their doctor or nurse

Survey (CAHPSTM2.0H) Results

Percentage who rated their doctor or nurse

6 or lower

Percentage who rated their doctor or nurse 7 or 8

Percentage who rated their doctor or nurse 9 or 10

The bar graphs show answers to a survey question that asked people to rate their doctor or nurse on a scale from:

**0** = "worst personal doctor or nurse possible" to **10** = "best personal doctor or nurse possible"

STATE AVERAGE	15%	35%	51%
*Aetna US Healthcare, Inc. (San Antonio)	15%	38%	46%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	16%	35%	49%
*CIGNA HealthCare of Texas, Inc. (Houston)	14%	35%	52%
Community First Health Plans, Inc. (San Antonio)	17%	26%	56%
*HMO Blue Texas (Abilene/Midland/San Angelo)	17%	34%	50%
*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	17%	34%	49%
Humana Health Plan of Texas (Corpus Christi)	16%	40%	44%
Humana Health Plan of Texas (San Antonio)	16%	31%	53%
Mercy Health Plans (Laredo)	11%	27%	62%
Mercy Health Plans (Laredo)  MethodistCare (Southeast Texas)	11% <u> </u>	34%	<b>52</b> %
·		·	
MethodistCare (Southeast Texas)	14%	34%	52%
MethodistCare (Southeast Texas) One Health Plan of Texas, Inc. (Austin)	14%	34%	52% 43%
MethodistCare (Southeast Texas)  One Health Plan of Texas, Inc. (Austin)  PacifiCare of Texas (San Antonio)	14%   15%	34% 42% 36%	52% 43% 45%
MethodistCare (Southeast Texas)  One Health Plan of Texas, Inc. (Austin)  PacifiCare of Texas (San Antonio)  *Seton Health Plan (Austin)	14%   15%   18%   18%	34% 42% 36% 35%	52% 43% 45% 47%

Due to rounding, percentages may not add up to 100%.

## Survey (CAHPSTM 2.0H) Results - South Texas

### How people rated their specialist

Survey (CAHPSTM2.0H) Results

Percentage who rated their specialist 6 or lower

Percentage who rated their specialist 7 or 8

Percentage who rated their specialist 9 or 10

The bar graphs show answers to a survey question that asked people to rate their specialist on a scale from:

**0** = "worst specialist possible" to **10** = "best specialist possible"

STATE AVERAGE	14%	31%	55%
*Aetna US Healthcare, Inc. (San Antonio)	11%	31%	59%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	No	t enough data	to report on this Plan
*CIGNA HealthCare of Texas, Inc. (Houston)	12%	36%	52%
Community First Health Plans, Inc. (San Antonio)	11%	30%	58%
*HMO Blue Texas (Abilene/Midland/San Angelo)	14%	31%	55%
*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	16%	26%	59%
Humana Health Plan of Texas (Corpus Christi)	12%	37%	50%
Humana Health Plan of Texas (San Antonio)	12%	31%	57%
Mercy Health Plans (Laredo)	16%	24%	60%
MethodistCare (Southeast Texas)	17%	31%	53%
One Health Plan of Texas, Inc. (Austin)	No	t enough data	to report on this Plan
PacifiCare of Texas (San Antonio)	17%	29%	54%
*Seton Health Plan (Austin)	11%	34%	55%
*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	10%	38%	52%
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	15%	28%	57%
Valley Health Plans (Harlingen)	10%	30%	60%

Due to rounding, percentages may not add up to 100%.

### Getting care that is needed

Survey (CAHPSTM2.0H) Results

Percentage who said they had BIG problems getting care they needed Percentage who said they had SMALL problems getting care they needed Percentage who said they had

NO problems
getting care they needed

The bar graphs show answers to survey questions that asked people how much of a problem it was to:

- Find a personal doctor or nurse.
- Get a referral to a specialist that they wanted to see.
- Get the care they and their doctor believed necessary.
- Get care approved by the health plan without delays.

STATE AVERAGE	9% 19% 73%
*Aetna US Healthcare, Inc. (San Antonio)	<b>8%</b> 19% <b>72%</b>
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	Not enough data to report on this Plan
*CIGNA HealthCare of Texas, Inc. (Houston)	12% 21% 67%
Community First Health Plans, Inc. (San Antonio)	13% 20% 68%
*HMO Blue Texas (Abilene/Midland/San Angelo)	6% 20% 73%
*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	12% 20% 69%
Humana Health Plan of Texas (Corpus Christi)	10% 17% <b>73</b> %
Humana Health Plan of Texas (San Antonio)	11% 22% 67%
Mercy Health Plans (Laredo)	6 14% 80%
MethodistCare (Southeast Texas)	10% 19% 70%
One Health Plan of Texas, Inc. (Austin)	Not enough data to report on this Plan
PacifiCare of Texas (San Antonio)	12% 21% <b>68%</b>
*Seton Health Plan (Austin)	<b>7</b> % <b>2</b> 4% <b>68</b> %
*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	Not enough data to report on this Plan
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	5 15% 79%
Valley Health Plans (Harlingen)	8%14% 78%

\*Includes HMO & POS products. (See page 5 for explanation.) Due to rounding, percentages may not add up to 100%.

## Survey (CAHPS™ 2.0H) Results - South Texas

### Getting care without long waits

Survey (CAHPSTM2.0H) Results

Percentage who said they sometimes or never got care without long waits

Percentage who said they usually got care without long waits

Percentage who said they always got care without long waits

34%

The bar graphs show answers to survey questions that asked people how often they:

Got the help or advice they needed when they called the doctor's office during regular office hours.

STATE AVERAGE 24%

- Got treatment as soon as they wanted when they were sick or injured.
- Got an appointment as soon as they wanted for regular or routine health care.
- Waited only 15 minutes or less past their appointment time to see the person they went to see.

STATE AVERAGE	24% 34% 42%
*Aetna US Healthcare, Inc. (San Antonio)	26% 33% 41%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	Not enough data to report on this Plan
*CIGNA HealthCare of Texas, Inc. (Houston)	24% 35% 41%
Community First Health Plans, Inc. (San Antonio)	27% 32% 40%
*HMO Blue Texas (Abilene/Midland/San Angelo)	20% 36% 45%
*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	<b>27% 34% 39%</b>
Humana Health Plan of Texas (Corpus Christi)	25% 33% 42%
Humana Health Plan of Texas (San Antonio)	29% 31% 41%
Mercy Health Plans (Laredo)	Not enough data to report on this Plan
MethodistCare (Southeast Texas)	29% 33% 38%
One Health Plan of Texas, Inc. (Austin)	Not enough data to report on this Plan
PacifiCare of Texas (San Antonio)	26% 38% 36%
*Seton Health Plan (Austin)	24% 34% 41%
*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	25% 34% 41%
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	Not enough data to report on this Plan
Valley Health Plans (Harlingen)	26% 30% 44%

\*Includes HMO & POS products. (See page 5 for explanation.) Due to rounding, percentages may not add up to 100%.

### Handling of claims quickly and correctly

Survey (CAHPSTM2.0H) Results

Percentage who said their plan sometimes or never handled claims quickly and correctly Percentage who said their plan **usually** handled claims quickly and correctly

Percentage who said their plan **always** handled claims quickly and correctly

The bar graphs show answers to survey questions that asked people how often their health plan:

- Handled claims in a reasonable time.
- · Handled claims correctly.

STATE AVERAGE	19% 36% 45%
*Aetna US Healthcare, Inc. (San Antonio)	21% 42% 37%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	Not enough data to report on this Plan
*CIGNA HealthCare of Texas, Inc. (Houston)	21% 32% 47%
Community First Health Plans, Inc. (San Antonio)	Not enough data to report on this Plan
*HMO Blue Texas (Abilene/Midland/San Angelo)	16% 44% 41%
*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	<b>22%</b> 35% <b>43%</b>
Humana Health Plan of Texas (Corpus Christi)	<b>15% 32% 53%</b>
Humana Health Plan of Texas (San Antonio)	14% 33% 52%
Mercy Health Plans (Laredo)	Not enough data to report on this Plan
MethodistCare (Southeast Texas)	32% 35% 33%
One Health Plan of Texas, Inc. (Austin)	Not enough data to report on this Plan
PacifiCare of Texas (San Antonio)	27% 38% 35%
*Seton Health Plan (Austin)	36% 36% 28%
*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	19% 40% 41%
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	17% 42% 41%
Valley Health Plans (Harlingen)	8% 30% 62%

Due to rounding, percentages may not add up to 100%.

## Survey (CAHPS™ 2.0H) Results - South Texas

### Efficiency and helpfulness of customer service

Survey (CAHPSTM2.0H) Results

Percentage who said they had BIG problems with customer service

Percentage who said they had SMALL problems with customer service Percentage who said they had NO problems with customer service

The bar graphs show answers to survey questions that asked people how much of a problem it was to:

- Get the help they needed when they called the health plan's customer service.
- Find or understand information in the written materials from their health plan.
- · Deal with paperwork.

STATE AVERAGE	10% 25% 65%
*Aetna US Healthcare, Inc. (San Antonio)	8% 25% 67%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	22% 27% 51%
*CIGNA HealthCare of Texas, Inc. (Houston)	11% 29% 60%
Community First Health Plans, Inc. (San Antonio)	13% 23% 64%
*HMO Blue Texas (Abilene/Midland/San Angelo)	10% 28% 61%
*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	11% 28% 61%
Humana Health Plan of Texas (Corpus Christi)	8% 20% 73%
Humana Health Plan of Texas (San Antonio)	<b>8% 22% 70%</b>
Mercy Health Plans (Laredo)	Not enough data to report on this Plan
MethodistCare (Southeast Texas)	10% 26% 64%
One Health Plan of Texas, Inc. (Austin)	Not enough data to report on this Plan
PacifiCare of Texas (San Antonio)	10% 20% <b>70%</b>
*Seton Health Plan (Austin)	<b>14% 34% 52%</b>
*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	13% 29% 59%
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	13% 22% 65%
Valley Health Plans (Harlingen)	<b>6</b> 15% <b>79</b> %

Due to rounding, percentages may not add up to 100%.

### How well doctors communicate

Survey (CAHPSTM2.0H) Results

Percentage who said their doctors sometimes or never communicated well Percentage who said their doctors usually communicated well

Percentage who said their doctors always communicated well

The bar graphs show answers to survey questions that asked people how often their doctor or other health provider:

- Listened carefully to them.
- Explained things in a way they could understand.
- Showed respect for what they had to say.
- Spent enough time with them.

STATE AVERAGE	10% 32% 57%
*Aetna US Healthcare, Inc. (San Antonio)	10% 38% 51%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	12% 33% 55%
*CIGNA HealthCare of Texas, Inc. (Houston)	12% 36% 52%
Community First Health Plans, Inc. (San Antonio)	10% 26% 63%
*HMO Blue Texas (Abilene/Midland/San Angelo)	9% 34% 57%
*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	11% 31% 57%
Humana Health Plan of Texas (Corpus Christi)	12% 32% 56%
Humana Health Plan of Texas (San Antonio)	14% 31% 54%
Tumana Teatui Fian of Teaas (San Antonio)	1470 3170 3470
Mercy Health Plans (Laredo)	6% 22% <b>72</b> %
Mercy Health Plans (Laredo)	6% 22% 72%
Mercy Health Plans (Laredo)  MethodistCare (Southeast Texas)	6%     22%       72%       12%     36%       51%
Mercy Health Plans (Laredo)  MethodistCare (Southeast Texas)  One Health Plan of Texas, Inc. (Austin)	6%     22%       72%       12%     36%       51%       14%     28%       57%
Mercy Health Plans (Laredo)  MethodistCare (Southeast Texas)  One Health Plan of Texas, Inc. (Austin)  PacifiCare of Texas (San Antonio)	6%     22%       72%       12%     36%       51%       14%     28%       57%       15%     30%       55%
Mercy Health Plans (Laredo)  MethodistCare (Southeast Texas)  One Health Plan of Texas, Inc. (Austin)  PacifiCare of Texas (San Antonio)  *Seton Health Plan (Austin)	6%       22%       72%         12%       36%       51%         14%       28%       57%         15%       30%       55%         9%       35%       56%

\*Includes HMO & POS products. (See page 5 for explanation.) Due to rounding, percentages may not add up to 100%.

## Survey (CAHPSTM 2.0H) Results - South Texas

### Courtesy, respect and helpfulness of office staff

Survey (CAHPSTM2.0H) Results

Percentage who said office staff were sometimes or never courteous, respectful, and helpful Percentage who said office staff were usually courteous, respectful, and helpful Percentage who said office staff were always courteous, respectful, and helpful

The bar graphs show answers to survey questions that asked people how often the office staff at their doctor's office:

- Treated them with courtesy and respect.
- · Were as helpful as they should be.

STATE AVERAGE	10% 2	8%	62%
*Aetna US Healthcare, Inc. (San Antonio)	13%	30%	57%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/ Houston/San Antonio)	10%	31%	59%
*CIGNA HealthCare of Texas, Inc. (Houston)	10%	31%	59%
Community First Health Plans, Inc. (San Antonio)	9% 27	7%	64%
*HMO Blue Texas (Abilene/Midland/San Angelo)	<b>8</b> % <b>2</b> 9	9%	63%
*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	11%	31%	59%
Humana Health Plan of Texas (Corpus Christi)	10% 2	7%	63%
Humana Health Plan of Texas (San Antonio)	10% 2	8%	62%
Mercy Health Plans (Laredo)	<b>8% 21</b> %	<b>/</b> o	71%
MethodistCare (Southeast Texas)	12%	33%	55%
One Health Plan of Texas, Inc. (Austin)	11%	32%	56%
PacifiCare of Texas (San Antonio)	10% 2	7%	63%
*Seton Health Plan (Austin)	8% 3	33%	59%
*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	12%	32%	56%
*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	9%	33%	58%
Valley Health Plans (Harlingen)	8% 24°	%	68%

Due to rounding, percentages may not add up to 100%.

### Response rate for all plans in the survey

Response rate = (completed surveys / [total sample – ineligible])

### **State Average = 34%**

Aetna US Healthcare, Inc. (Houston)	26%
Aetna US Healthcare, Inc. (San Antonio)	31%
Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	34%
AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/Houston/San Antonio)	23%
Amil International, Inc. (Austin)	44%
CIGNA HealthCare of Texas, I Inc. (Dallas)	35%
CIGNA HealthCare of Texas, Inc. (Houston)	29%
Community First Health Plans, Inc. (San Antonio)	34%
FIRSTCARE (Abilene)	41%
FIRSTCARE (Amarillo)	41%
FIRSTCARE (Lubbock)	42%
FIRSTCARE (Waco)	42%
Heritage Health Plans (Tyler)	32%
HMO Blue Texas (Abilene/Midland/San Angelo)	38%
HMO Blue Texas (Austin)	40%
HMO Blue Texas (Beaumont/Lufkin)	38%
HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	35%
HMO Blue Texas (Dallas/Ft Worth)	29%
HMO Blue Texas (El Paso)	40%
HMO Blue Texas (Houston)	34%
HMO Blue Texas (Lubbock)	38%
HMO Blue Texas (Tyler)	37%
Humana Health Plan of Texas (Austin)	38%
Humana Health Plan of Texas (Corpus Christi)	32%
Humana Health Plan of Texas (Houston)	24%
Humana Health Plan of Texas (San Antonio)	40%
Mercy Health Plans (Laredo)	27%
MethodistCare (Southeast Texas)	33%
One Health Plan of Texas, Inc. (Austin)	18%
One Health Plan of Texas, Inc. (Dallas)	22%
One Health Plan of Texas, Inc. (Houston)	15%
PacifiCare of Texas (Austin)	41%
PacifiCare of Texas (Dallas)	32%
PacifiCare of Texas (Houston)	21%
PacifiCare of Texas (San Antonio)	42%
Parkland Community Health Plan (Northeast Texas)	39%
Scott and White Health Plan (Central Texas)	58%
Seton Health Plan (Austin)	36%
UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	28%
UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	27%
UnitedHealthcare of Texas, Inc. (Dallas)	28%
Valley Health Plans (Harlingen)	34%

### Survey (CAHPSTM 2.0H) Results for

### West Texas Plans

The counties included in the West Texas area are:

Brewster Hudspeth Culberson Jeff Davis El Paso Presidio



While analysis of the consumer survey was performed for all commercial health maintenance organizations (HMOs) in Texas, only the results for the plans that provide services in the West Texas area are featured in this section of the report.

Not all HMOs provide services in each county listed here. HMOs whose service area is mainly in another region of the state are included in this section if their service area extends into at least one county in the West Texas region. The city/area shown after the name of each HMO indicates its main area of service. Contact plans directly for details on the areas they serve.

If your HMO is not included in the following section, it may be exempt from participating in the survey due to its low enrollment or its short time of participation in the Texas commercial HMO market during 2001.

### How people rated their health plan

Survey (CAHPSTM2.0H) Results

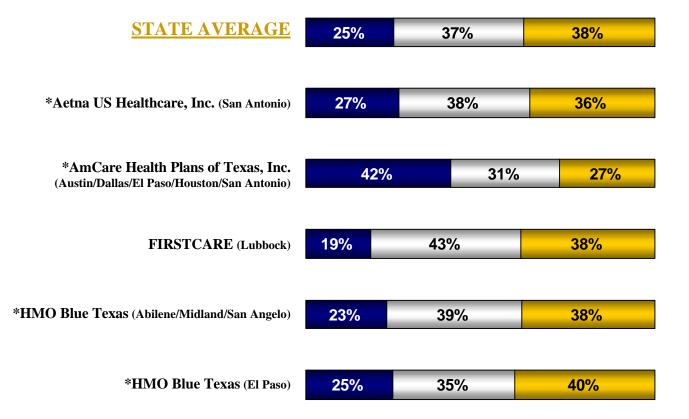
Percentage who rated their plan 6 or lower

Percentage who rated their plan **7 or 8** 

Percentage who rated their plan
9 or 10

The bar graphs show answers to a survey question that asked people to rate their health plan on a scale from:

**0** = "worst health plan possible" to **10** = "best health plan possible"



Due to rounding, percentages may not add up to 100%.

## Survey (CAHPS™ 2.0H) Results - West Texas

### How people rated their health care

Survey (CAHPSTM2.0H) Results

Percentage who rated their care 6 or lower

Percentage who rated their care **7 or 8** 

Percentage who rated their care 9 or 10

The bar graphs show answers to a survey question that asked people to **rate their health care** they received from all doctors and other health providers on a scale from:

**0** = "worst health care possible" to **10** = "best health care possible"

<b>STATE AVERAGE</b>	16%	37%	47%
*Aetna US Healthcare, Inc. (San Antonio)	17%	43%	44%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/Houston/San Antonio)	18%	43%	40%
(-145424) 2 41446) 22 2 450) 210 450 45 45 45 45 45 45 45 45 45 45 45 45 45			
FIRSTCARE (Lubbock)	9%	37%	54%
*HMO Blue Texas (Abilene/Midland/San Angelo)	14%	36%	49%
*HMO Blue Texas (El Paso)	24%	32%	44%

Due to rounding, percentages may not add up to 100%.

### How people rated their doctor or nurse

Survey (CAHPSTM2.0H) Results

Percentage who rated their doctor or nurse

6 or lower

Percentage who rated their doctor or nurse 7 or 8

Percentage who rated their doctor or nurse 9 or 10

The bar graphs show answers to a survey question that asked people to rate their doctor or nurse on a scale from:

**0** = "worst personal doctor or nurse possible" to **10** = "best personal doctor or nurse possible"

STATE AVERAGE	15%	35%	51%
*Aetna US Healthcare, Inc. (San Antonio)	15%	38%	46%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/Houston/San Antonio)	16%	35%	49%
	_		
FIRSTCARE (Lubbock)	12%	34%	55%
*IIMO Phas Tarras (ALP 1981) 1/8	470/	0.407	500/
*HMO Blue Texas (Abilene/Midland/San Angelo)	17%	34%	50%
*HMO Blue Texas (El Paso)	21%	34%	45%
THEO DILL TEARS (EIT aso)	21/0	34 /0	43 //

Due to rounding, percentages may not add up to 100%.

# Survey (CAHPS™ 2.0H) Results - West Texas

### How people rated their specialist

Survey (CAHPSTM 2.0H) Results

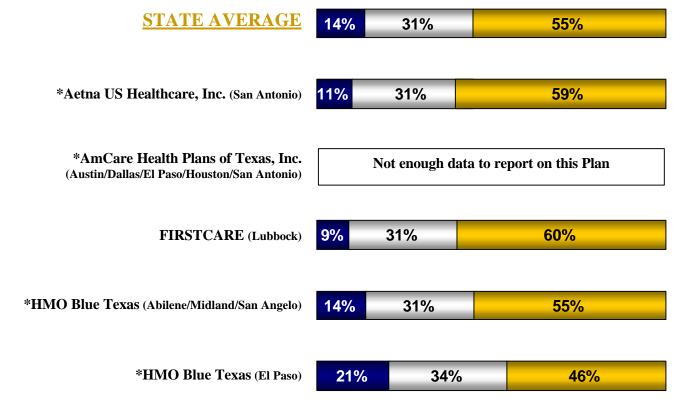
Percentage who rated their specialist 6 or lower

Percentage who rated their specialist 7 or 8

Percentage who rated their specialist 9 or 10

The bar graphs show answers to a survey question that asked people to rate their specialist on a scale from:

**0** = "worst specialist possible" to **10** = "best specialist possible"



Due to rounding, percentages may not add up to 100%.

### Getting care that is needed

Survey (CAHPSTM2.0H) Results

Percentage who said they had BIG problems getting care they needed Percentage who said they had SMALL problems getting care they needed Percentage who said they had NO problems
getting care they needed

The bar graphs show answers to survey questions that asked people how much of a problem it was to:

- Find a personal doctor or nurse.
- Get a referral to a specialist that they wanted to see.
- Get the care they and their doctor believed necessary.
- Get care approved by the health plan without delays.

STATE AVERAGE	9% 19%	73%
*Aetna US Healthcare, Inc. (San Antonio)	8% 19%	72%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/Houston/San Antonio)	Not en	ough data to report on this Plan
FIRSTCARE (Lubbock)	4 15%	82%
*HMO Blue Texas (Abilene/Midland/San Angelo)	<mark>6%</mark> 20%	73%
*HMO Blue Texas (El Paso)	10% 21%	69%

Due to rounding, percentages may not add up to 100%.

### Getting care without long waits

Survey (CAHPSTM 2.0H) Results

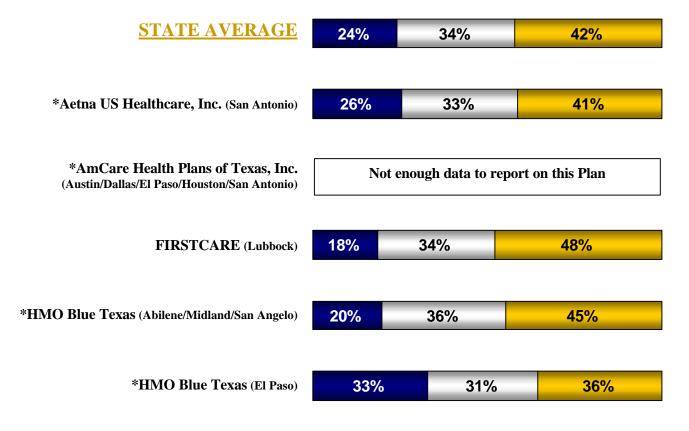
Percentage who said they sometimes or never got care without long waits

Percentage who said they **usually** got care without long waits

Percentage who said they always
got care without long waits

The bar graphs show answers to survey questions that asked people how often they:

- Got the help or advice they needed when they called the doctor's office during regular office hours.
- Got treatment as soon as they wanted when they were sick or injured.
- Got an appointment as soon as they wanted for regular or routine health care.
- Waited only 15 minutes or less past their appointment time to see the person they went to see.



Due to rounding, percentages may not add up to 100%.

### Handling of claims quickly and correctly

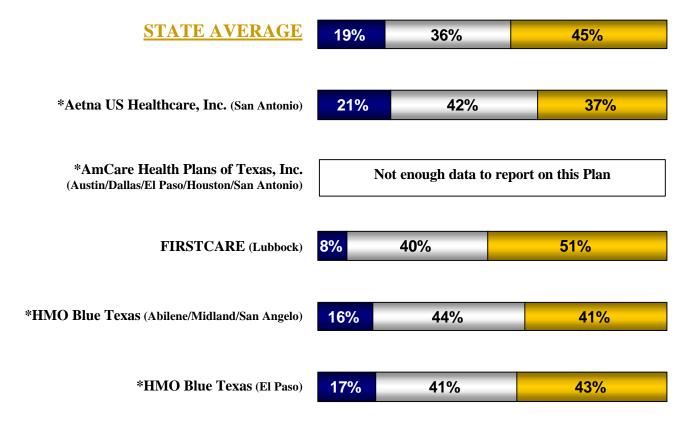
Survey (CAHPSTM 2.0H) Results

Percentage who said their plan sometimes or never handled claims quickly and correctly Percentage who said their plan **usually** handled claims quickly and correctly

Percentage who said their plan **always** handled claims quickly and correctly

The bar graphs show answers to survey questions that asked people how often their health plan:

- Handled claims in a reasonable time.
- Handled claims correctly.



Due to rounding, percentages may not add up to 100%.

# Survey (CAHPS™ 2.0H) Results - West Texas

### Efficiency and helpfulness of customer service

Survey (CAHPSTM2.0H) Results

Percentage who said they had
BIG problems
with customer service

Percentage who said they had SMALL problems with customer service Percentage who said they had **NO problems** with customer service

The bar graphs show answers to survey questions that asked people how much of a problem it was to:

- Get the help they needed when they called the health plan's customer service.
- Find or understand information in the written materials from their health plan.
- Deal with paperwork.

STATE AVERAGE	10% 25%	65%
	00/	070/
*Aetna US Healthcare, Inc. (San Antonio)	<b>8% 25%</b>	67%
*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/Houston/San Antonio)	22% 2	7% 51%
FIRSTCARE (Lubbock)	5 19%	76%
*HMO Blue Texas (Abilene/Midland/San Angelo)	10% 28%	61%
*HMO Blue Texas (El Paso)	09/ 299/	629/
HIVIO DIUC TEXAS (El Paso)	9% 28%	63%

Due to rounding, percentages may not add up to 100%.

### How well doctors communicate

Survey (CAHPSTM2.0H) Results

Percentage who said their doctors sometimes or never communicated well

Percentage who said their doctors usually communicated well Percentage who said their doctors always communicated well

The bar graphs show answers to survey questions that asked people how often their doctor or other health provider:

- Listened carefully to them.
- Explained things in a way they could understand.
- Showed respect for what they had to say.
- Spent enough time with them.

10%	32%	57%
10%	38%	51%
12%	33%	55%
7%	31%	62%
9%	34%	57%
14%	37%	49%
	10% 12% 7%	10%       38%         12%       33%         7%       31%         9%       34%

Due to rounding, percentages may not add up to 100%.

# Survey (CAHPS™ 2.0H) Results - West Texas

### Courtesy, respect and helpfulness of office staff

Survey (CAHPSTM2.0H) Results

Percentage who said office staff were sometimes or never courteous, respectful, and helpful

Percentage who said office staff were **usually** courteous, respectful, and helpful

Percentage who said office staff were always courteous, respectful, and helpful

The bar graphs show answers to survey questions that asked people how often the office staff at their doctor's office:

- Treated them with courtesy and respect.
- Were as helpful as they should be.

10%	28%	62%
13%	30%	57%
10%	31%	59%
7%	28%	65%
8%	29%	63%
13%	32%	55%
	13% 10% 7%	13%       30%         10%       31%         7%       28%         8%       29%

Due to rounding, percentages may not add up to 100%.

### Response rate for all plans in the survey

Response rate = (completed surveys / [total sample – ineligible])

### **State Average = 34%**

Actno US Hooltheare Inc. (Houston)	260/
Actina US Healthcare, Inc. (Houston)	26%
Aetna US Healthcare, Inc. (San Antonio)	31%
Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	34%
AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/Houston/San Antonio)	23%
Amil International, Inc. (Austin)	44%
CIGNA HealthCare of Texas, I Inc. (Dallas)	35%
CIGNA HealthCare of Texas, Inc. (Houston)	29%
Community First Health Plans, Inc. (San Antonio)	34%
FIRSTCARE (Abilene)	41%
FIRSTCARE (Amarillo)	41%
FIRSTCARE (Lubbock)	42%
FIRSTCARE (Waco)	42%
Heritage Health Plans (Tyler)	32%
HMO Blue Texas (Abilene/Midland/San Angelo)	38%
HMO Blue Texas (Austin)	40%
HMO Blue Texas (Beaumont/Lufkin)	38%
HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	35%
HMO Blue Texas (Dallas/Ft Worth)	29%
HMO Blue Texas (El Paso)	40%
HMO Blue Texas (Houston)	34%
HMO Blue Texas (Lubbock)	38%
HMO Blue Texas (Tyler)	37%
Humana Health Plan of Texas (Austin)	38%
Humana Health Plan of Texas (Corpus Christi)	32%
Humana Health Plan of Texas (Houston)	24%
Humana Health Plan of Texas (San Antonio)	40%
Mercy Health Plans (Laredo)	27%
MethodistCare (Southeast Texas)	33%
One Health Plan of Texas, Inc. (Austin)	18%
One Health Plan of Texas, Inc. (Dallas)	22%
One Health Plan of Texas, Inc. (Houston)	15%
PacifiCare of Texas (Austin)	41%
PacifiCare of Texas (Dallas)	32%
PacifiCare of Texas (Houston)	21%
PacifiCare of Texas (San Antonio)	42%
Parkland Community Health Plan (Northeast Texas)	39%
Scott and White Health Plan (Central Texas)	58%
Seton Health Plan (Austin)	36%
UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	28%
UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	27%
UnitedHealthcare of Texas, Inc. (Dallas)	28%
Valley Health Plans (Harlingen)	34%

### **Complaint Data**



The following section contains an analysis of state-wide information collected by the Texas Department of Insurance.

### **HMO Complaint Data**

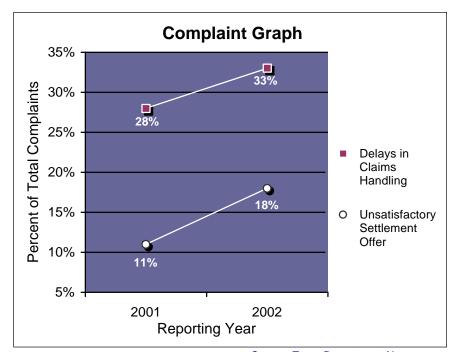
The tables and charts shown in this section provide you with important information regarding the number and type of complaints against HMOs that have been registered with the Texas Department of Insurance (TDI) by medical providers, patients and others.

### **Most Common Reasons for Complaint**

Since the 2001 reporting period, the percentage of complaints relating to DELAYS IN CLAIMS HANDLING and UNSATISFACTORY SETTLEMENT OFFER have increased (see graph). This increasing coincides with TDI's rules adopted regarding prompt payment of claims by HMOs.

DENIAL OF CLAIM OR NONPAYMENT has remained steady at 19%. BALANCE BILLING and ACCESS TO CARE complaints have declined significantly, but nonetheless remain two of the top five reasons for complaint.

The table below lists and describes these common reasons for complaint as a percentage of the total complaints filed against HMOs.



Source: Texas Department of Insurance 2001 - 2002

(See Explanatory Notes on the following page for further information.)

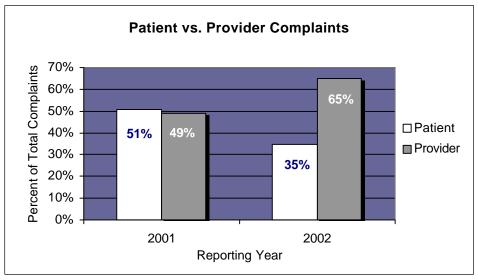
Most Common Reasons for Complaint			
Delays in Claims Handling	Provider and patient complaints about lack of timeliness in which claims are handled	33%	
Denial of Claim	Provider and patient complaints related to denial of coverage for health care service	19%	
Unsatisfactory Settlement Offer	Often relates to health care providers dissatisfied with HMO compensation for services	18%	
Balance Billing	Inappropriate billing of the patient for charges the HMO is expected to pay	6%	
Access to Care	Usually related to HMO gate keeping functions or internal bureaucracy	3%	

Source: Texas Department of Insurance July 1, 2001 to June 30, 2002

### **Patient vs. Provider Complaints**

In the 2001 reporting year, the percentage of complaints submitted by patients (or their relatives) compared with that of providers (physicians, hospitals and other health care providers) was 51% and 49%, respectively.

This year, however, complaints submitted by providers have increased significantly to 65% of the total complaints submitted. This large increase may be due to new complaint procedures for providers at Texas Department of Insurance, and providers increased efforts to use this process to recover claim payments from the health plans.



Source: Texas Department of Insurance 2001 - 2002

### How does your plan compare to the others?

The charts and tables that follow will help you determine how your HMO plan compares to others in Texas in terms of the number of complaints (patient, provider and combined) filed with the TDI per 10,000 members enrolled in the plan. Unlike the customer survey portion of this report, the complaint data is reported at statewide level. HMOs are grouped together depending on whether their enrollment was above or below 50,000 members.

### **Explanatory Notes**

### **Disposition**

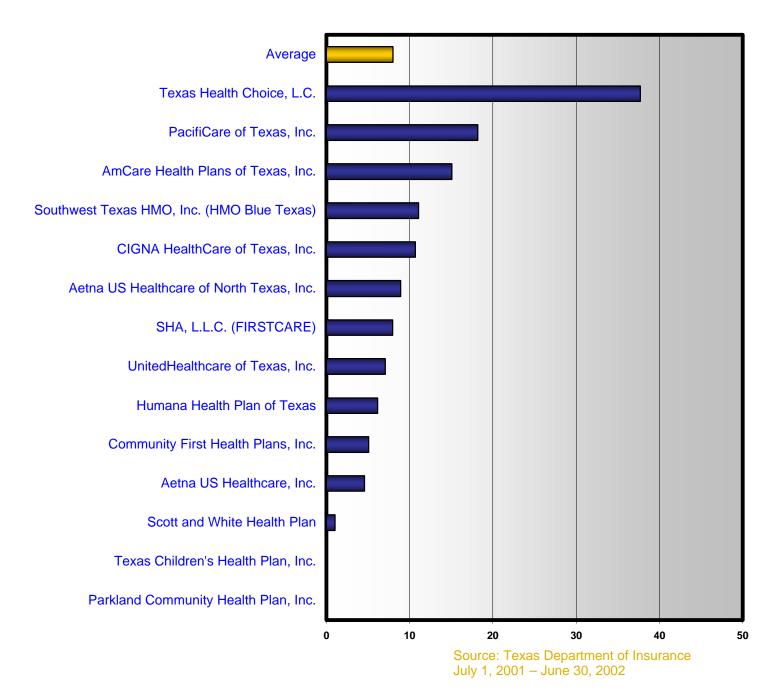
Closed complaints against HMOs are reported regardless of whether TDI determines the complaint justified or unjustified.

### Verification

The Office of Public Insurance Counsel does not audit or otherwise attempt to verify the accuracy of the complaint or enrollment data used in this section of the report.

### **Patient\* Complaints Per 10,000 Enrollees**

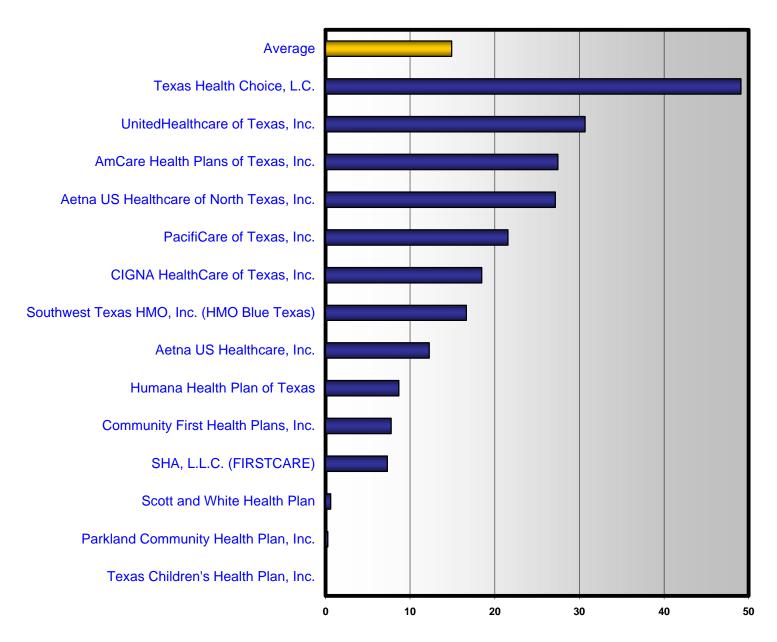
HMOs With More than 50,000 Enrollees



<sup>\*</sup> Includes complaints filed on behalf of patient by others.

### **Health Care Provider\* Complaints Per 10,000 Enrollees**

HMOs With More than 50,000 Enrollees

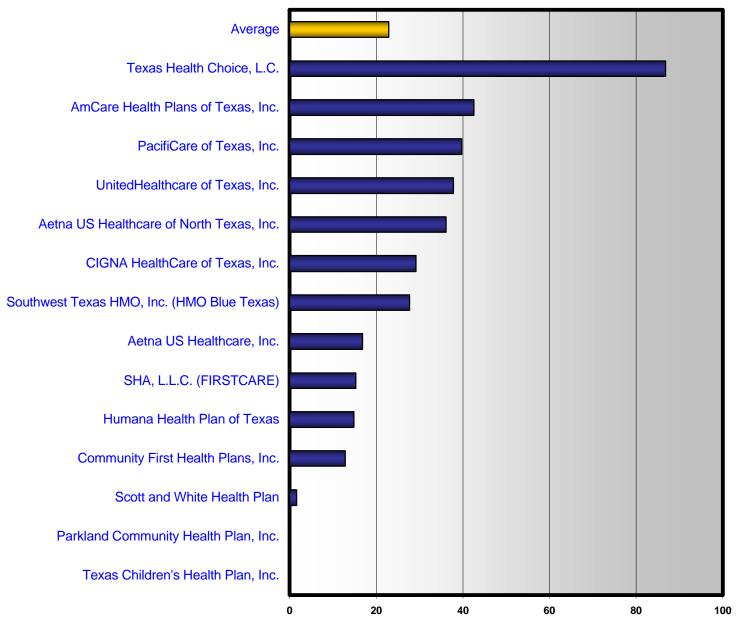


Source: Texas Department of Insurance July 1, 2001 – June 30, 2002

<sup>\*</sup> Includes doctors, hospitals and other health care providers.

### Combined (Patient/Provider) Complaints Per 10,000 Enrollees

HMOs With More than 50,000 Enrollees



Source: Texas Department of Insurance July 1, 2001 – June 30, 2002

### **Total Complaint Data**\*

July 1, 2001 – June 30, 2002 Basic Service HMOs With Enrollment Above 50,000

	Ending Enrollment Dec. 31,2001	Health Care Provider Complaints	Patient Complaints	Combined (Patient / Provider) Complaints	Health Care Provider Complaints Per 10,000 Enrollment	Patient Complaints Per 10,000 Enrollment	Complaints
Aetna US Healthcare, Inc.	482,156	591	220	811	12.3	4.6	16.8
Aetna US Healthcare of North Texas, Inc.	365,976	994	327	1,321	27.2	8.9	36.1
AmCare Health Plans of Texas, Inc.	55,759	153	84	237	27.4	15.1	42.5
CIGNA HealthCare of Texas, Inc.	175,720	324	188	512	18.4	10.7	29.1
Community First Health Plans, Inc.	81,123	63	41	104	7.8	5.1	12.8
Humana Health Plan of Texas	230,951	200	142	342	8.7	6.1	14.8
PacifiCare of Texas, Inc.	329,948	711	600	1,311	21.5	18.2	39.7
Parkland Community Health Plan, Inc.	75,371	2	0	2	0.3	0.0	0.3
Scott and White Health Plan	162,897	10	17	27	0.6	1.0	1.7
SHA, L.L.C. (FIRSTCARE)	78,014	57	62	119	7.3	7.9	15.3
Southwest Texas HMO, Inc. (HMO Blue Texas)	510,680	850	566	1,416	16.6	11.1	27.7
Texas Children's Health Plan, Inc.	68,026	1	0	1	0.1	0.0	0.1
Texas Health Choice, L.C.	65,789	323	248	571	49.1	37.7	86.8
UnitedHealthcare of Texas, Inc.	244,057	749	173	922	30.7	7.1	37.8
TOTAL/AVERAGE BASIC SERVICE <sup>1</sup> (Plans > 50,000 Enrollment)	2,926,467	5,028	2,668	7,696	14.9	8.0	22.9

Source data: Texas Department of Insurance ICIS complaint data was downloaded from the Department's website for use in this project. Complaints were counted as follows: a) Owner = HMO, b) Subject of Complaints does not = ERISA, c) Line of Coverage = Group A&H and using a combination of unique complaint ID and reason for complaint. Additional records with the same ID and reason as those already counted are excluded.

Footnotes

<sup>&</sup>lt;sup>1</sup>Average complaint ratios for plans with enrollment greater than 50,000 are calculated excluding the high and low value in each column.

### **Total Complaint Data**\*

July 1, 2001 – June 30, 2002 Basic Service HMOs With Enrollment Below 50,000

	Ending Enrollment Dec. 31,2001	Health Care Provider Complaints	Patient Complaints	Combined (Patient / Provider) Complaints	Health Care Provider Complaints Per 10,000 Enrollment		Complaints
Amil International (Texas), Inc.	24,295	18	36	54	0.7	1.5	2.2
Community Health Choice, Inc.	11,003	10	2	12	9.1	1.8	10.9
HealthPlan of Texas, Inc. (Heritage Health Plan)	10,598	0	4	4	0	3.8	3.8
MetroWest Health Plan, Inc.	4,887	1	3	4	2.0	6.1	8.2
One Health Plan of Texas, Inc.	38,709	112	34	146	28.9	8.8	37.7
Prudential HealthCare Plan, Inc.	13,446	121	61	182	90.0	45.4	135.4
Seton Health Plan, Inc.	35,462	23	3	26	6.5	0.8	7.3
UTMB Health Plans, Inc. (UTMB Healthcare Systems)	45,768	7	7	14	1.5	1.5	3.1
TOTAL/MEDIAN BASIC SERVICE <sup>1</sup> (Plans < 50,000 Enrollment)	159,873	274	114	388	4.3	2.8	7.8

Source data: Texas Department of Insurance ICIS complaint data was downloaded from the Department's website for use in this project. Complaints were counted as follows: a) Owner = HMO, b) Subject of Complaints does not = ERISA, c) Line of Coverage = Group A&H and using a combination of unique complaint ID and reason for complaint. Additional records with the same ID and reason as those already counted are excluded.

Footnotes

<sup>&</sup>lt;sup>1</sup>Overall complaint ratios for plans are based on the median due to the high level of variability among plans.

### **Appeals and Complaints**

If your health plan refuses to pay for health care that you or your physician thinks is necessary or appropriate, you have the right to appeal its decision. When your health plan makes such a refusal, it must also tell you how to use its internal appeals process.

If your appeal is denied, you have the right to request a review by a neutral third party called an Independent Review Organization (IRO). The IRO has 20 days to issue its decision.

If your condition is life threatening, you may go directly to the IRO without using your plan's internal appeals process. The IRO then has 8 days to issue its decision. HMOs are required to pay for the IRO appeal process and comply with the IRO's decision.

You may be able to take legal action against an HMO if you have been harmed by its health care treatment decisions.

Complaints against HMOs may be filed with the Texas Department of Insurance (TDI). Complaints against health care providers should also be directed to the appropriate licensing or enforcement agency.

For more information on independent review or filing complaints (and other patient's rights), contact the TDI's IRO Information Line (888) 834-2476 and Consumer Help Line (800) 252-3439.

IRO Appeals July 1, 2001 to June 30, 2002	Cases	Cases Decided in Favor of HMO	Cases Decided in Favor of Patient / Enrollee	Cases Decided Partially in Favor of Both	Pending Cases
Aetna US Healthcare, Inc. (incl. Prudential)	318	138	140	28	12
AmCare Health Plans of Texas, Inc.	2	-	2	-	-
Amil International (Texas), Inc.	1	-	1	-	-
CIGNA HealthCare of Texas, Inc.	54	9	41	3	1
Community First Health Plans, Inc.	1	-	1	-	-
Cook Children's Health Plan	1	-	1	-	-
FIRSTCARE	14	7	4	2	1
HMO Blue Texas	10	3	7	-	-
Humana Health Plan of Texas, Inc.	26	8	16	-	2
MethodistCare, Inc.	3	3	-	-	-
One Health Plan of Texas, Inc.	2	-	2	-	-
PacifiCare of Texas, Inc.	18	4	12	2	-
Texas Children's Health Plan, Inc.	1	1	-	-	-
Texas Health Choice, LC	4	-	3	-	1
Unicare	3	2	-	1	-
UnitedHealthcare of Texas, Inc.	7	2	4	-	1
	465	177	234	36	18

### HMO Market Share Customer Service Phone Numbers Sources of Financial Information Other Sources of Information



The following section contains state-wide information as compiled by the Texas Department of Insurance and other sources.

### **HMO Market Share**

НМО	Total Ending Enrollment	Total Market Share	Group Ending Enrollment	Group Market Share
Aetna US Healthcare, Inc. (incl. Aetna of N. TX)	594,804	17.8%	594,804	24.9%
HMO Blue Texas (Southwest Texas HMO, Inc.)	575,573	17.2%	407,583	17.1%
PacifiCare of Texas, Inc.	255,318	7.6%	137,001	5.7%
Americaid Community Care(Amerigroup Texas, Inc.)	243,476	7.3%	49,890	2.1%
UnitedHealthcare of Texas, Inc.	237,455	7.1%	237,082	9.9%
Humana Health Plan of Texas, Inc.	233,336	7.0%	206,796	8.7%
CIGNA HealthCare of Texas, Inc.	202,537	6.1%	202,445	8.5%
Scott and White Health Plan	164,909	4.9%	132,478	5.6%
Community First Health Plans, Inc.	88,093	2.6%	30,403	1.3%
AmCare Health Plans of Texas, Inc.	79,664	2.4%	33,179	1.4%
Parkland Community Health Plan, Inc.	75,707	2.3%	-	-
Texas Children's Health Plan, Inc.	68,220	2.0%	63,082	2.6%
FIRSTCARE (SHA, LLC)	66,846	2.0%	53,057	2.2%
MethodistCare, Inc.	59,829	1.8%	59,829	2.5%
Superior Healthplans, Inc.	57,106	1.7%	-	-
UTMB Healthcare Systems (UTMB Health Plans, Inc.)	48,171	1.4%	48,171	2.0%
Seton Health Plan, Inc.	38,479	1.2%	8,661	0.4%
Cook Children's Health Plan	38,312	1.1%	38,312	1.6%
One Health Plan of Texas, Inc.	35,522	1.1%	35,523	1.5%
El Paso First Health Plans, Inc.	29,934	0.9%	-	-
TUHP (Texas Universities Health Plans)	28,681	0.9%	2,777	0.1%
Amil International (Texas), Inc.	28,624	0.9%	28,624	1.2%
Driscoll Children's Health Plan	21,679	0.6%	-	-
Mercy Health Plans of Missouri, Inc.	19,195	0.6%	7,654	0.3%
Community Health Choice, Inc.	13,727	0.4%	-	-
Valley Health Plans (Valley Baptist Health Plan, Inc.)	11,324	0.3%	-	-
Heritage Health Plan (Healthplan of Texas, Inc.)	10,360	0.3%	8,010	0.3%
SelectCare of Texas, LLC	8,968	0.3%	-	-
MetroWest Health Plan, Inc.	5,539	0.2%	-	-
Texas Health Choice, LC	1,899	0.1%	1,447	0.1%
TOTAL BASIC SERVICE	3,343,287		2,386,808	

Source: TDI Texas Data HMO Report: Basic Service First Quarter 2002

### **Customer service phone numbers**

Nome	7	
NOTES:	Aetna US Healthcare, Inc. AmCare Health Plans of Texas, Inc.	(800) 992-7947 (800) 782-8373
	Americaid Community Care Amil International, Inc.	(800) 600-4441 (888) 349-2645
	CIGNA HealthCare of Texas, Inc. Community First Health Plans, Inc.	(800) 238-8801 (800) 434-2347
	Community Health Choice, Inc. Cook Children's Health Plan	(888) 760-2600 (800) 964-2247
	Driscoll Children's Health Plan FIRSTCARE	(877) 324-3627 (800) 365-1051
	Heritage Health Plan HMO Blue Texas	(800) 458-4559 (877) 299-2377
	Humana Health Plan of Texas, Inc. Mercy Health Plans of Missouri, Inc.	(800) 448-6262 (800) 617-3433
	MethodistCare MetroWest Health Plan, Inc.	(888) 955-4200 (888) 924-8852
	One Health Plan of Texas, Inc. PacifiCare of Texas, Inc.	(800) 663-8081 (800) 825-9355
	Parkland Community Health Plan Prudential HealthCare Plan	(888) 672-2277 Now Aetna US Healthcare
	Scott and White Health Plan Seton Health Plan, Inc.	(800) 321-7947 (800) 749-7404
	Superior Healthplan, Inc. Texas Children's Health Plan, Inc.	(800) 216-8512 (800) 990-8247
	Texas Health Choice, LC TUHP (Texas Universities Health Plan)	(800) 466-8397 (888) 333-4078
	UnitedHealthcare of Texas, Inc. UTMB Healthcare Systems	(800) 411-1145 (877) 238-8543
	Valley Health Plans, Inc.	(877) 423-4400
<u> </u>		

### Sources of financial information

Several organizations publish information about the financial strength of HMOs and other insurance companies in Texas. The financial condition of a health plan can impact its ability to timely pay claims and, in extreme cases, may affect quality of care. Unusually high complaint levels against a health plan, especially by medical providers, are sometimes an indication of poor financial condition.

For financial strength ratings of Texas health plans, you may contact the following organizations:

A.M. Best www.ambest.com (908) 439-2200

Moody's Investors Service <u>www.moodys.com</u> (212) 553-0377

Standard and Poor's Corp. www.standardandpoors.com (214) 871-1402

Weiss Ratings, Inc. www.weissratings.com (800) 289-9222

Further financial and other information about many Texas health plans can be obtained by calling the Texas Department of Insurance customer service line at 1-800-252-3439. TDI also makes financial information available online via its "Company Profiles" link at <a href="https://www.tdi.state.tx.us">www.tdi.state.tx.us</a>.

OPIC encourages consumers to review all available information about their HMO's financial strength.

### Other sources of information

### **STATE**

### **Texas Department of Insurance (TDI)**

P.O. Box 149104 Austin, Texas 78714-9104 (800) 252-3439 www.tdi.state.tx.us

The TDI has regulatory authority over the state's HMOs, including complaints, appeals, quality of care and financial stability. TDI has information about HMOs and health insurance in general, both in printed form and on their website.

### **Texas Department of Health (TDH)**

Bureau of Managed Care
1100 West 49<sup>th</sup> Street
Austin, Texas 78756
(512) 794-6862
www.tdh.state.tx.us/hcf/mc/default/html

The TDH has primary regulatory responsibility over Medicaid managed care in Texas. Its Bureau of Managed Care has conducted and published both provider and consumer satisfaction surveys of Medicaid managed care plans, including HMOs.

### **Texas Health Care Information Council (THCIC)**

206 East 9<sup>th</sup> Street, Suite 19.140 Two Commodore Plaza Austin, Texas 78701 (512) 482-3312 www.thcic.state.tx.us

The THCIC collects data from hospitals and HMOs about quality of care and makes it available to the public. The Council annually collects and publishes Health Plan Employer Data and Information Set (HEDIS®) information from Texas HMOs. HEDIS® is a set of standardized measures designed to allow for comparisons of HMO performance.

### **TexCare Partnership**

P.O. Box 149276 Austin, Texas 78714-9276 (800) 647-6558 www.texcarepartnership.com

TexCare Partnership provides health insurance for children. It offers two health insurance programs: Children's Health Insurance Program (CHIP), and Medicaid for Texas Children. TexCare Partnership also determines eligibility for the State Kid's Insurance Program (SKIP) for children of state employees.

### **Texas Department on Aging (TDoA)**

P.O. Box 12786 Austin, Texas 78711 (800) 252-9240 www.tdoa.state.tx.us

The TDoA was formed to administer programs funded by the federal Older Americans Act of 1965 (OAA) and the Texas Legislature. Qualified Texans 60 years of age and older may apply with their local Area Agency on Aging for services such as nutrition, transportation, Long Term Care Ombudsmen, and others.

### Health Information, Counseling and Advocacy Program (HICAP)

(800) 252-9240 (TDoA)

HICAP provides one-on-one counseling to Texas seniors and Medicare Beneficiaries. HICAP volunteers provide information on critical issues including Medicare, Medicaid, supplemental insurance, Medicare HMOs, long term care insurance and retirement benefits. HICAP is sponsored by the TDoA, the TDI and the Texas Legal Services Center.

### Texas Health Insurance Risk Pool (THIRP)

P.O. Box 6089 Abilene, Texas 79608-6089 (888) 398-3927 www.txhealthpool.org

The THIRP was created by the Texas Legislature to provide health insurance to Texas residents who either cannot obtain adequate health insurance coverage as a result of their medical conditions, or are considered "Federally Eligible Individuals", as defined by the Health Insurance Portability and Accountability Act (HIPAA) of 1996.

### **Employees Retirement System of Texas (ERS)**

PO Box 13207 Austin, Texas 78711-3207 (877) 275-4377 www.ers.state.tx.us

The ERS administers health benefit plans for state agency and higher education employees whose employers participate in the Texas Uniform Group Insurance Program. ERS also administers retirement plans for state agency employees.

### **Teacher Retirement System of Texas (TRS)**

1000 Red River Street Austin, Texas 78701 (800) 223-8778 www.trs.state.tx.us

The TRS administers health insurance and provides retirement and related benefits for active and retired employees of public schools, colleges and universities supported by the state. TRS is the state's largest public retirement system.

### **FEDERAL**

### Centers for Medicare and Medicaid Services (CMS)

7500 Security Boulevard Baltimore, Maryland 21244-1850 (410) 786-3000 www.cms.hhs.gov

Formerly know as the Health Care Financing Administration, CMS is the agency of federal government responsible for oversight of the nation's Medicare, Medicaid and the State Children's Insurance Program. CMS makes information available to Medicare beneficiaries via its website, including comparative information about Medicare HMOs.

### United State Department of Labor Pension and Welfare Benefits Administration (PWBA)

(Dallas Regional Office) 525 Griffin Street, Room 900 Dallas, Texas 75202-5025 (214) 767-6831 www.dol.gov/pwba

The PWBA of the Department of Labor is the federal agency responsible for administering and enforcing provisions of Title I of the Employee Retirement Income Security Act of 1974 (ERISA). The PWBA publishes numerous documents and guides to assist workers with employer based benefits in getting the information needed to protect their benefit rights.

### Office of Personnel Management Federal Employees Health Benefit Program

San Antonio Service Center 8610 Broadway, Room 305 San Antonio, Texas 78217 (210) 805-2423 www.opm.gov

The Office of Personnel Management publishes an annual guide on health benefit plans for federal civilian employees called the FEHB Guide. The guide compares and rates HMOs, fee-for-service and managed care health plans that are available to federal workers.